

RESUME

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Objective:

To employ my knowledge and experience with the intention of securing a professional career with opportunity for challenges and career advancement, while gaining knowledge of new skills and expertise.

Work Experience:

Company Name	: Focuz Trading FZE (MIDDLE EAST GROUP)
Designation	: Sales Coordinator (EXPORT)
Duration	: Jan 2023 to Present

Description:

Responsible for coordinating and supporting the export sales activities of the company. This role involves managing customer orders, ensuring compliance with international regulations, coordinating shipments, and maintaining excellent customer relations to facilitate smooth and efficient export processes.

- Supporting export sales team in preparing quotations and price list.
- Coordinating and processing the sales orders, ensuring accurate entry and timely fulfillment.
- Working closely with sales manager, customer as well as logistics department to ensure smooth transaction, deliveries and finally customer satisfaction.
- Analyze customer sales and report to sales manager.
- Maintain and update customer records and handle communication with offices of clients related to orders and order processing.
- Responding to customer inquiries, resolving issues, and providing information about the product
- Preparing all necessary documents packing list, invoices, DA, TOO required for operations.
- Preparing documents for passing BOE and pass in Dubai trade (MIRSAL-II).
- Maintaining and updating the customer databases and records in ERP.
- Maintaining and updating the SOA of all the customers in manual and ERP.
- Follow up on Due Payments with the customers.
- Monitoring and reporting on sales performance and inventory.

Company Name	: Daiso Japan (LALS GROUP).
Designation	: Purchase cum Sales Coordinator.
Duration	: Jan 2021 to Dec 2022.

- Billing of sales orders & Co-ordination with customers.
- Coordination with suppliers on day-to-day activities.
- Support the organization and execution of sales meetings and events.
- Quote submission to customers.
- Prepare, receive and invoice the purchase order.
- Monitor stock levels and identify purchasing needs.
- Receiving and recording all incoming and outgoing orders and preparing all outgoing shipments making sure of proper routing of shipping memos, invoices, and packing slips.
- Handling urgent calls, emails, and messages when sales representatives are unavailable, answering customer queries, informing them of delays, arranging delivery dates, and scheduling marketing events.

Company Name : Accenture, India
Designation : Lease Admin
Duration : July 2019 to December 2020

Description:

- Manage project budgets, ensuring that all costs are accurately recorded and tracked.
- Prepare payment certificate posting system.
- Bank reconciliation.
- Reviewing applications for errors or inconsistencies in order to ensure that all required information is included
- Communicating with clients to answer questions about billing cycles, payment schedules, or other topics related to their accounts
- Processing payments for utility companies, landlords, insurance companies, credit card companies, department stores, hospitals, or other businesses that accept payments from consumers.

Computer Proficiency:

- Expert in ERP Microsoft Dynamic 365 All Modules, Dynamic Navision, Microsoft Office / Excel.
- SAP Business One.

Professional Qualification:

- **Master of Commerce - M.Com (2017-2019)** at SASTRA Deemed to be University, India.
- **Bachelor of Commerce –B.Com (2014-2017)** at Jamal Mohamed College of Arts and Science, India.

Personal Profile:

Father Name : SHAHUL HAMEED
Date of Birth : 01-10-1995
Gender : Male
Marital Status : Single
Nationality : India Language
Known : English, Tamil
Passport No : T6575890

DECLARATION:

I hereby declare that the above particulars furnished by me are true to the best of my knowledge and belief. I assure you, if I am given a chance, I will execute my work to the full satisfaction of my superior.

PLACE :

Date :

Mohamed Rizwan