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## PROFILE

Strong leader and problem-solver dedicated to streamlining operations to decrease costs and promote organizational efficiency. Uses independent decision-making skills and sound judgment to impact company success positively. Analytical thinker with talents for team building, leading and motivating, and excellent customer relations aptitude and relationship-building skills. Proficient in using independent decision-making skills and sound judgment to impact company success positively. Dedicated to applying training, monitoring and morale-building abilities to enhance employee engagement and boost performance. Seeking a managerial role in the operations industry to work in a healthy environment that appreciates my skills and offers avenues for growth.



## SKILLS

- Communication
- Leadership
- Problem-solving
- Conflict Resolution
- Budgeting
- Negotiation
- Analytical Skills
- Strategic Planning
- Customer Satisfaction
- Management
- Formulating Strategy
- Improving Performance
- Procuring Material
- Resources and Securing Compliance



## WORK EXPERIENCE

### TEAM LEADER

**April 24 - Present**

Al SAF General Trading LLC

- Currently working as a Team Leader managing twelve strength covering Modern Trade and GT.
- Assisted Divisional Manager in developing contingency strategies for potential issues impacting project success or timelines.
- Ensured successful project completion through diligent progress monitoring against established milestones and deadlines.
- Maintained a respectable relation with the Key accounts across the region by keeping constant touch with the appropriate personals
- Collaborated with various departments within the company to streamline processes related to customer serviced operations.
- Maintained technical knowledge of regulations, industry trends and applicable laws regarding human resources for operation.

### Sr. SALES SUPERVISOR – MT, FUEL STATIONS & TT

**2017 - 2024**

National Trading & Developing Enterprises

- Achieving monthly budget/ target allocated by management.
- Planning stock allocation as per weekly consumption.
- Supervising the daily activities of assigned sales territories to meet and exec daily and annual team goal.
- Supporting to sales rep's for implementing and developing long terms and monthly plans, that optimizes time and resources.
- Brand/ Product awareness to the sales team.
- Managing monthly and annual aging below 3%.
- Reduce returns below 5%.
- Updating competitor market activities to the management.
- Sharing company updates, financial results, and new objectives with team members.
- Ensure sales trucks are well maintained & serviced. (Cleanliness, Service, Accident report).
- Make sure that salesman carrying minimum stock in his truck.
- Monitor daily activities of the salesman and follow up sales progress, collection status and accomplishments.



## LANGUAGE

English – Fluent

Hindi – Fluent

Malayalam – Native



## EDUCATION

MBA Program – SMU - Marketing

BBA – Calicut University

Higher Secondary – Abu Dhabi



## PROFILE

Nationality : Indian

Date of Birth : 26 Nov 1985

Marital Status : Married

Place of Birth : Abu Dhabi

Visa Status : Employment



## REFERENCE

Jayaraj Gopinath

National Sales Manager /

NTDE (National Trading

Developing Enterprises)

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### SALES SUPERVISOR – TT & FULE STATIONS

2013 - 2017

Gulfco – Juma Al Majid Group

- Ensure individual route salesman and their monthly target.
- Update the rout and journey plan.
- Ensure 100% coverage and visibility in the stores.
- Preparing reports related sales and splitting targets to the team.
- Opening new accounts and exploit all sales opportunities.
- Monitoring aging collection report.
- Reporting to the sales manager.
- Updating competitor market activities to the management.
- Sharing company updates, financial results, and new objectives with team members.
- Ensure sales trucks are well maintained & serviced. (Cleanliness, Service, Accident report).

### KEY ACCOUNT EXECUTIVE – MT

2009- 2013

Al Seer Trading Agencies

- Supervised daily store activities to ensure smooth operations, proper staffing, and adequate inventory control.
- Optimized workforce allocation by creating efficient staff schedules that balanced workload distribution while minimizing labour costs.
- Managed cash handling processes accurately to maintain financial integrity within the store's daily transactions.
- Handled escalated customer complaints professionally, offering appropriate resolutions to ensure satisfaction and maintain a positive brand reputation.
- Ensured compliance with company policies and local regulations by regularly reviewing operational procedures and providing necessary updates or corrections.
- Emarat Maximized resource utilization by monitoring equipment maintenance schedules and ensuring timely replacements or repairs when needed.
- Increased team productivity by conducting regular performance evaluations and providing constructive feedback.
- Oversaw all retail operations, including convenience stores and fuel areas.

### VAN SALES REP

2007- 2009

Jaleel General Trading LLC

- Reporting sale supervisor.
- Handling the distribution and merchandising within the assigned territory.
- Area covered Dubai & Northern Emirates.
- Making daily sales and activity report.
- Reduce market returns by maintaining FIFO.
- Maintaining Good relationship with all customers.