



SAREESH K

Contact Me



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Abu Dhabi, UAE

Education

Bachelor of Business Management

Kannur University, Kerala, India

2008 - 2011

Key Skills

- Lead Generation
- Product Knowledge
- Process Improvement
- Customer Service
- Administrative Support
- Schedule Management
- Complaint Handling
- Documentation & Reporting
- Negotiation Skills
- Customer Engagement
- Sales Presentations
- Upselling & Cross Selling
- Strategic Planning
- Customer Relations
- Stock Management
- Cash Handling
- Opening & Closing Procedures
- Regulatory Compliance

Software Proficiency

- **MS Office**
Word | Excel | PowerPoint

Profile Summary

Dynamic professional with a versatile skill set across sales, customer care and administrative functions. Demonstrated track record of surpassing targets, providing outstanding service, and executing tasks with precision. Skilled in building positive relationships, problem-solving and upholding compliance standards. Strong organizational and communication abilities facilitate smooth interdepartmental coordination. Dedicated to excellence in a collaborative and evolving work environment.

Work Experience



Salesman

2020 - 2024

K.M.Trading & Hypermarket
Abu Dhabi, UAE

Roles and Responsibilities

- Utilize various channels to identify and generate potential leads.
- Built and maintained strong relationships with clients through effective communication and regular follow-ups.
- Developed and delivered compelling sales presentations to showcase product features and benefits.
- Acquired in-depth knowledge of products/services to effectively communicate value propositions to clients.
- Demonstrated strong negotiation skills to reach mutually beneficial agreements with clients.
- Generated regular reports to provide insights into sales performance.
- Collaborated with cross-functional teams to ensure seamless delivery of products/services.



Customer Care Executive

2016 - 2017

Kalyan Silks, Kerala, India

Roles and Responsibilities

- Address customer inquiries via phone, email or chat promptly and professionally.
- Provide accurate information about products, services and company policies.
- Ensure timely resolution of customer issues to maintain high satisfaction levels.
- Listen attentively to customer complaints and concerns, demonstrating empathy and understanding.
- Escalate complex problems to supervisors or other departments when necessary.

Soft Skills

- Communication
- Leadership
- Team Work
- Problem-Solving
- Time Management
- Coordination
- Decision Making
- Adaptability

Language Known

- English
- Hindi
- Malayalam

Personal Info

- Nationality : Indian
- Gender : Male
- Date of Birth : 20/09/1989
- Passport No. : V 8331340
- Expiry Date : 20/09/2031

- Assist customers with technical issues related to products or services, troubleshooting problems and providing solutions.
- Document technical support interactions and solutions accurately for future reference.
- Facilitate returns or exchanges according to company policies, providing guidance to customers throughout the process.



Junior Officer

2015 - 2016

Manappuram Finance Limited
Kerala, India

Roles and Responsibilities

- Efficiently manage administrative tasks, including document preparation and data entry.
- Manage calendars, schedule appointments and coordinate meetings.
- Prepare and distribute internal and external communications.
- Organize and maintain physical and electronic filing systems.
- Ensure accurate and timely documentation of important records.
- Respond to inquiries from clients, vendors and internal team members.
- Handle incoming calls, emails and messages in a professional manner.

Strengths & Qualities

- Diligence in ensuring accuracy and quality in work.
- Patience when dealing with others.
- Flexibility in thinking and operating style.
- Capacity to adjust and thrive in changing environments.
- Inspiring and motivating others to active greatness.
- Collaborating and working well together with others.

Declaration

I hereby declare that the above written particulars are true and correct to the best of my knowledge and belief.

SAREESH K