

SUNIL CS

PROFESSIONAL SUMMARY:

Experienced administrative, Sales and human resources professional with many years of successful leadership in diverse organizational settings. Published author of a Malayalam book in 2022, demonstrating creativity and intellectual prowess. I have received acknowledgments from organizations at home and abroad for my notable contributions to COVID services and intellectual literature. Proven track record of effectively managing administrative, sales and HR functions. Seeking a responsible position to leverage interpersonal and organizational skills for mutual success in achieving organizational and personal objectives

PROFESSIONAL EXPERIENCE

MANAGER

Aug 2019 – Apr 2024

Automated General Trading, Dubai

- Established a new electrical, tool, hardware, and building material showroom in Dubai.
- Managed the showroom operations, including P&L, HR department, sales team, accounts, and customer care.
- Planned and purchased materials required for the stock and for day-to-day sales.
- Set up standard operating procedures (SOPs) for selecting suppliers and purchasing materials.
- Planned logistics to ensure maximum utilization of all available resources.

Coordination

Work handling: Project: Facilities Management, Online Sales, E-Commerce, Purchase

- Executed, directed, and coordinated purchasing activities for high-value parts, components, supplies, equipment, raw materials, and services.
- Placed purchase orders in response to material requirements established by MRP.
- Negotiated pricing with vendors for wholesale billing and marketing procedures.

ONLINE SALES

E-Commerce

- Developed and managed marketing and sales strategies for online sales and e-commerce.
- Maintained the website, cash transactions, and picture uploads.
- Acted as the liaison between customers, dealers, and internal departments to resolve any issues.
- Monitored budgets and other strategic management tools to ensure customer satisfaction and profitability.
- Prepared contracts, pre-sale lists, post-sale reports, bills of sale, and post-charges incurred.
- Processed paperwork following the sale and provided the necessary paperwork to customers.
- Handled customer complaints and disputes in a friendly and courteous manner.

MANAGER

Apr 2016 - Feb 2019

HR Manager, Liva Digital Establishment, Saudi Arabia

- Reduced overheads by taking on more responsibility for creative and administrative projects.
- Oversaw inventory and office supply purchases.



CONTACT

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Dubai | UAE

ACHIEVEMENTS

Authored and published:

"Grandhappura," a captivating Malayalam book, presented at the Sharjah International Book Fair (Nov-2022).

ISBN-978-9948-811-28-2:
Recognized by the Ministry of Culture & Youth, UAE.

AWARD

Care Hub Pharmacy, Dubai (2022): Recognized for contributions to Covid services, Life charities, and Intellectual Literature.

EDUCATION

- Bachelor of Commerce
- Higher Secondary

SKILL

- Proficiency MS Office
- Account Management
- Inventory Management
- Online Sales

STRENGTHS

- Good team player
- Patience
- Adaptive
- Communication
- Problem-Solving
- Strategic Thinking
- Ethical Decision-Making
- Financial Literacy
- Project Management
- Customer Service
- Sales
- Marketing
- Administration
- Leadership
- Public Speaking

PERSONAL DETAILS

Date of Birth : 05/06/1977
Marital Status : Married
Gender : Male
Nationality : Indian
Visa Status : Cancelled Visa
Driving License : UAE, Saudi, India

LANGUAGES KNOWN

- Malayalam
- Hindi
- Arabic
- English
- Tamil

HOBBIES & INTEREST

Creative Writing: Poet, Novelist, Article.

Performing Arts: Art of Act, Anchor, News Reader, Voice Over

Travel & Reading: Exploring new cultures, Reading books

Singing: Vocal performance

Driving: Exploring new roads

HOME ADDRESS

Chenkilat House
Alappuzha
Alleppey Dist.
Kerala, India

- Verified and created claim numbers by communicating with various insurance companies.
- Oversaw daily office operations for employees.
- Prepared meeting minutes and edited sub-contractor proposals and memorandums for organizational support.
- Composed and drafted all outgoing correspondence and reports for managers.
- Created the company's employee manual including training and development.
- Facilitated organized record retrieval and access by maintaining a filing system for both in-house and discharged residents.
- Managed executive calendar and coordinated weekly project team meetings.

MANAGER
Pegasus Info-tech, Kerala, India

Feb 2010 - Dec 2015

- Responsible for developing and implementing a creative idea for a prominent marketing campaign.
- Obtained documents, clearances, certificates, and approvals from local, state, and federal agencies.
- HR Management and Supported staff in improving operations and resolving issues to deliver top-notch customer service.
- Delivered an exceptional level of service to each customer by listening to concerns and answering questions.
- Performed initial client assessment and analysis to begin the research process.
- Implemented a new team onboarding program and weekly meetings.
- Marketing | FMCG | IT Firm | Administration | Store keeping.

MANAGER
Faisaliya Super Market, Saudi Arabia

Apr 2002 - Jun 2007

- Placed special orders for customers.
- Documented all customer inquiries and comments thoroughly and quickly.
- Processed cash and credit payments rapidly and accurately.
- Answered customer questions about product availability and shipment times.
- Responded to all customer inquiries thoroughly and professionally.
- Built relationships with customers and the community to promote long-term business growth.
- Contacted new and existing customers to generate sales leads and referrals.

PERSONAL SKILLS AND COMPETENCE

- Punctual, disciplined, energetic, and loyal.
- Excellent time management skills and the ability to work gracefully under tremendous work pressure.
- Consistently meet deadlines with ease and efficiency. Able to work independently or as part of a team to meet departmental/organizational goals.
- Fast learner and creative. Honest and loyal. High tolerance for workload and hard work.

ROLES AND RESPONSIBILITIES HANDLED

- Implemented and enforced company policies and procedures to ensure compliance and adherence to regulations.
- Provided timely feedback and analysis on competitors' activities to inform strategic decision-making and identify potential opportunities or threats in the market.

DECLARATION

I hereby declare that the information provided above is true and correct to the best of my knowledge and belief.

Date:
Signature:

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