



SURESH KUMAR

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OBJECTIVE

Seeking challenging responsibilities in a challenging environment where my analytical, application knowledge and problem-solving skills can be put in for the mutual growth of both the organization and myself, thereby contributing toward the success and development of both.

PERSONAL SKILLS

- Detail-oriented, focused, enthusiastic and optimistic professional having around **13 years** of broad experience which includes **HR, Procurement, Operations** and **Logistics**. Equally adept in handling responsible **Administrative and HR support roles**.
- A capable team player who can liaise with people at all levels. A keen and **quick learner, highly efficient, result driven** and **motivated executive** with proven ability to effectively develop, manage and control relationships between company and its target audiences.
- Proven track record and/or ability in the accomplishment of **Administrative, HR Payroll & Customer Support tasks**.

UNDERTAKING

- ✓ A willingness to work hard in a challenging environment with a purpose of growth, knowledge and creativity to achieve organizational goals with good interpersonal and communication skills.
- ✓ To always maintain company policies and codes of conduct and professional ethics, thereby upholding the core values and mission & vision of the company.

EMPLOYMENT HISTORY

SADIQ AL SHAMS AUTO SPARE PARTS TRADING LLC
ROLE: SALES REPRESENTATIVE

DEC 2021 – PRESENT

Role & Responsibilities.

- Motivated and results-driven Sales Representative in fast-paced sales environments.
- Conduct meetings with prospective customers to increase business.
- Expert knowledge of the selling process and effective sales techniques.
- Engage new customers & strengthen existing relationships through account management.
- Assisted with finance department for implementing new method to reach our parts to a wide range of customers with various pricing options for different category of customers.
- Customer orientation and ability to adapt/respond to different customers with Proven customer support experience.

- Expedite the resolution of customer problems and complaints to maximize satisfaction, when required.

GULF AGENCY COMPANY

JULY 2016 – DEC 2021

ROLE: CUSTOMER SERVICE ADMINISTRATOR - LOGISTICS

Clients handled

- | | |
|-----------------------|--------------------|
| • Al Mana Fashions | • Giovenzana |
| • Glo Brands | • Paramount Farms |
| • Minerva Commodities | • Perfeti Vanmelle |
| • Mondelez | • Hershey's |
| • TG Food | • Sony |
| • Ferrero | • Mayflex |

Job processing

- Processing of export orders.
- Checking and confirming picks.
- Opening, processing and closing import jobs.
- Racking the items in system.
- Confirming GRNs.
- Communicating the same to clients.

Documentation

- Preparing import and export documents.
- Preparing Free Zone internal transfer documents.
- Preparing all clearance documents for air, sea and road shipments based on the delivery schedule using E-clearance facility of Dubai Customs & Chamber.
- Timely submission of customs documentation, clearance and guarantee submission to avoid fines / penalties.
- Preparing documents required for clearing and transporting the cargo to different destinations via different modes.

Co-ordination

- Coordinating with clients for smooth running of all logistics activities to reach the client's organizational goals.
- Co-ordination with the Municipality inspectors, Customs Authority & various shipping lines
- Coordinating with suppliers for timely delivery of stocks to warehouse.
- Coordinating with transporters and forwarders for timely dispatch and deliveries, follow- ups and updating delivery status between client & customer.
- Coordinating with the warehouse for smooth functioning (racking, stock management, counting, picking & packing). Follow-up & updating cargo availability & readiness to clients.

- Handling & responding efficiently to client's special requests & various queries on time.
- Coordinating with manufacturers, suppliers, outsourcing units, customer warehouses and ensuring timely production, purchase, procurement and movement of raw materials, and finished products between them.
- Active participation in meetings with client on a regular basis to discuss operations and new projects.
- Maintaining a high level of work ethics with regards to the rules and regulations of the company and local authorities.
- Work closely with client's representative to ensure service satisfaction.
- Analyze service failures/ issues and implement performance processes to avoid future service failures and excel the service.

GULF AGENCY COMPANY

JULY 2016 – DEC 2021

ROLE: OPERATIONS MANAGEMENT

- Direct distribution center operation to ensure achievement of cost, productivity, accuracy and timeliness objectives.
- Scrutinizing inward documents, preparing outward documents and timely submitting & follow-up of the same in clearing and maintaining the logistic flow.
- Work with operations manager and other personnel for smooth running of the company.
- Scrutinize the errors or irregularities in the budget and spending as well as policies, procedures and performance.
- Sourcing new suppliers and products at cheaper cost while implementing new processes to streamline operations.
- Responsible for collaborating with other internal departments and clients to define, coordinate and fulfil the requirements of high-volume operations.
- Manage all aspects of daily operation, including entire sales team's plan of action, use of resources and materials, and all administrative aspects.

GULF AGENCY COMPANY

JAN 2011 – JULY 2016

ROLE: PROCUREMENT MANAGEMENT

- Schedule arrangements for delivery as per PO.
- Receiving shipments from supplier.
- Arranging received materials in a proper way.
- Ensured materials are stored safely.
- Keep a record of receipt and issue of goods.
- Issue materials according to the requirement.
- Creating invoices and delivery notes.
- Checking all sales invoices and receipt vouchers.
- Checking goods quantity and quality when materials are received from suppliers.
- Updating the stock records.
- Filing the documents.

- Maintaining store facilities, planning and placing orders for new stock and supplies.
- Maintaining appropriate records for the materials received.
- Organizing and maintaining inventory of goods (Entry and Exit).

GULF AGENCY COMPANY

AUG 2007 – JAN 2011

ROLE: HR ASSISTANT

- Coordinate with team members on mobilization and on-boarding arrangements for new employees.
- Ensure candidate interviews are scheduled and communicated.
- Coordinating hiring processes to ensure timely offer letter generations and acknowledgements.
- Maintaining applicant register, follow up updates, interview list, screening, shortlisting and help the HR team throughout the procedure.
- Setting up new employees on payroll and maintain & update employee status.
- Ensuring the absence management policy is followed and updated.
- Adheres to payroll policies and procedures and complies with relevant law.
- Manage and process maternity leave, paternity leave, and sickness pay and ensure all enquiries are dealt with and communicated.
- Work proficiently on MS Excel and MS Word with good knowledge of preparation and use of various reporting tools.

EDUCATION

BA History – National College Taliparamba – Kannur, Kerala – India

April 2000

HSE – Arts College Chuzhali – Kannur, Kerala – India

May 1995

SSLC – Chuzhali Government High School - Kannur, Kerala – India

March 1993

SKILLS

- Price negotiation and product finalization.
- Decision making and problem-solving skills
- Ability to work under pressure
- Good leadership & teamwork skills.
- Timely communication with clients
- Expertise in administration, operations & HR support
- Strong data management.
- Target oriented fast paced working
- Proficient in Microsoft Word & Excel.
- Self-motivated with heightened levels of responsibility

OTHER QUALIFICATIONS, TRAININGS, ACHIEVEMENTS & HOBBIES

- Completed basic and advanced MS Excel courses.
- Completed basic Tally courses.
- Attended internal personal & professional development courses.

- Attended internal course on compliance and ethics.
- Received the client's appreciation in writing and developed a good relationship with the clients handled (document can be produced on request).
- Playing football and badminton.
- Participating in social service gatherings.
- Listening to music & travelling.

PERSONAL DETAILS

Name	Suresh Kumar NP
Mobile	+971 56 226 0780
Date of Birth	24-01-1978
Marital status	Married
Nationality	Indian
Passport Detail	P 0063061
Visa status	Employment
Languages Known	English, Hindi, Malayalam, Tamil & Kannada
Driving License	U.A.E. – Licence # 4057718
Email	npsuresh226@gmail.com
Reference	Available on request

DECLARATION

I hereby declare that the above-mentioned statements are true to the best of my knowledge and belief.

SURESH KUMAR

The CV is updated on **02nd MAY, 2024**