



VINAYARAJ P V

PROFESSIONAL SUMMARY

Enthusiastic Sales and Customer Service professional with expertise in communication and negotiating. Driven to provide superior quality customer service. Innovative in leveraging extensive knowledge of products and services as well as creating solutions for customers to drive loyalty, retention and revenue. Highly adept at training, managing, coaching and mentoring sales and customer service associates with talent for interacting with staff at all levels of organization and public.

SKILLS

- Performance Improvement
- Serve Customers
- Feedback Collection
- Travel Coordination
- Vehicle Maintenance Inspections
- Customer Retention
- Excellent Written and Verbal Communicator

WORK HISTORY

October 2020 - August 2023

NEONET SURGICALS - Sales Representative Kochi, Kerala, India

- Managed customer accounts to secure customer satisfaction and repeat business.
- Trained and mentored new sales representatives.
- Retained excellent client satisfaction ratings through outstanding service delivery.
- Developed and maintained comprehensive understanding of products, services and competitors to enhance sales presentations.
- Developed and implemented sales strategies to increase profits.
- Met with existing customers and prospects to discuss business needs and recommend optimal solutions.

November 2017 - September 2020

I.T.C Freight Services Pvt Ltd - Office Executive, Kochi, Kerala, India

- Answered phone calls and directed inquiries to appropriate staff members.
- Prepared letters, memos, faxes, forms and interagency communication.
- Coordinated deliveries of supplies and materials to proper recipients.
- Maintained client files and spreadsheets with office management software.
- Scheduled appointments for executives and members of management.

January 2012 - October 2016

URBAN TOUCH - Marketing Executive, Kochi, Kerala, India

EDUCATION

High School Diploma
KERALA STATE BOARD
Kochi, Kerala, India, June 1994

LANGUAGES

English

Bilingual or Proficient (C2)

Hindi

Intermediate (B1)

Malayalam

Bilingual or Proficient (C2)

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Dubai UAE

[Bold Profile](#)

- Planned and executed events and marketing programs to increase qualified leads.
- Developed and executed marketing programs and general business solutions resulting in increased company exposure, customer traffic and elevated sales numbers.
- Engaged, informed and supported staff on media and marketing outcomes.
- Launched marketing activities for new product lines and market penetration.
- Worked with communications team to drive internal promotion of company programs, initiatives, guiding principles and mission.

March 2007 - December 2011

POP INK TRADERS - Sales Executive, Kochi, Kerala, India

- Achieved sales goals and service targets by cultivating and securing new customer relationships.
- Negotiated and closed profitable sales contracts with new and existing customers to increase loyalty and retention.
- Developed and presented valuable sales presentations to potential customers to highlight features and benefits of products.
- Researched sales opportunities and possible leads to exceed sales goals and increase profits.

March 2004 - September 2007

WHEELS & WHEELS - Car Wash Attendant, Kochi, Kerala, India

- Achieved customer satisfaction by providing high-quality professional service.
- Greeted customers and assessed needs to recommend suitable car wash services.
- Kept customer areas clean and tidy to maintain professional, hygienic standards.
- Provided exceptional customer service by recommending and apprising customers on service options, pricing, and savings opportunities through memberships or promotional information.

January 2000 - February 2003

OTSUKA PHARMACEUTICAL INDIA PVT LTD - Business Development Executive, Kochi, Kerala, India

- Communicated directly with customers and partners to build strong business networks and relationships.
- Established and maintained highly effective relationships with clients and industry partners to drive growth.
- Developed new proposals, contracts and procedures to draw in more clients and streamline work operations.
- Identified business development challenges and customer concerns for proactive resolution.

PERSONAL DETAILS

- Date of Birth : 5th Jan 1976
- Nationality : Indian
- Sex : Male
- Marital status : Single
- Passport No : V1000516
- Visa Status : Visit

- Current Address: Al Karama, Dubai, UAE
 - Residence Address : Cochin, Kerala, India
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DECLARATION

I hereby declare that all the facts given here are true to my knowledge.