

Vinod Kumar

Nationality: Indian **Date of birth:** 10/03/1992 **Gender:** Male

Phone number: (+971) 503385201 ☐ **Email address:** Vermavinu1947@gmail.com

Work: NAD Al HAMAR Dubai (United Arab Emirates)

Purpose of the Role:-

Organized and adaptable person with strong communication, Persuasion and multitasking abilities. Delivers high levels of product and service sales through knowledgeable and consistent customer Advice. Proactive in prospecting for new customers and addressing Customer requirements.

Stall and Market Salesperson | Mangal Trading CO LLC Dubai, UAE, June 2021 - Current

Prepare quotations and purchase orders
Helped resolve client problems quickly with superior customer service.
Placed customer orders, providing guidance on product delivery timeframes.
Guaranteed customer satisfaction, offering various options to suit customer needs and aspirations.
Accounted for all inventory and ordered new stock.
Listened to customer needs and preferences to provide targeted advice, increasing sales opportunities.
Resolved customer complaints and process issues with proactive problem-solving skills.
Handle calls, emails, and messages from customers and related parties professionally
Maintained knowledge of products and features to provide recommendations to customers.
Guaranteed high levels of customer satisfaction through product knowledge and attentive service.
Proficiency in Microsoft Office suite (Outlook, Excel, Word, PowerPoint, etc).
Develop and maintain filing systems to manage sales records and prepare reports.
Monitored display stock levels, replenishing for consistently well-stocked sales floor.
Built rapport with new and existing customers to boost client retention.

Billing executive | Supreme Auto Carrier Pvt Ltd GURUGRAM, INDIA, February 2014-March 2020

Contacted clients with unpaid invoices to seek payment.
Tracked cancelled and reissued invoices for audit purposes.
Created billing templates for quick invoice generation and payment processing.
Generated and sent invoices to clients for payment.
Updated records in to keep account totals correct and current.
Formatted billing files to capture client preferences and payment information.
Verified generated invoices to check accuracy and address detected issues.

Worked under guidance of accountants to prepare financial data in correct formats.
Allocated bills and accounts in line with department strategy.

EDUCATION AND TRAINING

BA 1st

– *DAV College Banikhet Himachal Pradesh* [30/03/2009 – 30/03/2010
City: Chamba | Country INDIA

DIPLOMA IN COMPUTER APPLICATION

Alpha Information Technology [30/07/2010 – 29/07/2011
1 Year Diploma in Computer Application.

DRIVING LICENC (LMV (Manual))

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

Thanks & Regards

Dubai UAE

(VINOD KUMAR)