

VINAYAK S. J. NAIR

RECREATION & HOSPITALITY LEADER | CUSTOMER SERVICE EXPERT

Kollam, Kerala, India | vinayaksasidhar@gmail.com | +91 90488 24090 | +966 572784688

PROFESSIONAL SUMMARY

Dedicated and customer-focused professional with over 9 years of diverse experience across the hospitality, retail, and sales industries, including leadership roles in customer engagement and team supervision. Proven expertise in cash management, team leadership, customer service, recreation management, and sales operations. Bilingual communicator fluent in English, Malayalam, Hindi, Tamil, and Arabic, with strong interpersonal and cross-cultural skills. Technically proficient in Microsoft Office Suite (Excel, PowerPoint, Word) with a commitment to delivering high service standards and driving team performance in dynamic environments.

PROFESSIONAL EXPERIENCE

Recreation Team Leader 2022 – Present

Tamimi Group – Saudi Arabia

- Lead and coordinate daily recreational activities to enhance overall guest engagement and satisfaction.
- Supervise staff teams, manage schedules efficiently, and maintain equipment safety and compliance standards.
- Prepare detailed reports, track attendance records, and support strategic client retention initiatives.

Activation Officer 2021 – 2022

Reliance Digital – India

- Managed product activations, customer documentation, and seamless onboarding for new clients.
- Demonstrated electronic product features clearly and provided reliable technical assistance services.
- Supported marketing campaigns, conducted promotions, and contributed to consistent sales growth.

Sales Executive 2020 – 2021

Maruti Suzuki – India

- Promoted new vehicles through test drives, client presentations, and detailed consultations.
- Achieved monthly sales targets consistently and guided clients through flexible financing options.
- Maintained strong long-term client relationships to drive repeat and referral business.

Cashier 2016 – 2020

Al Abraaj Restaurant Group – Bahrain

- Processed daily cash, card, and POS transactions with speed, accuracy, and customer focus.
- Delivered exceptional customer service and promptly resolved customer concerns with professionalism.
- Maintained accurate daily sales records and effectively trained new cashier team members.

EDUCATION

Bachelor of Business Administration (BBA) 2013

IIMT DELHI UNIVERSITY

Higher Secondary Education (Commerce with Computer Application) 2009

Board of Higher Secondary Education

Secondary School Leaving Certificate (SSLC) 2007

Kerala State Board

TECHNICAL SKILLS

- Microsoft Office Suite (Word, Excel, PowerPoint)
- Basic Computer Operations & Troubleshooting
- Point-of-Sale (POS) Systems Handling
- Billing & Cash Management Software
- Internet & Email Communication Tools
- Customer Relationship Management (CRM) Basics
- Inventory & Stock Monitoring Tools
- Digital Documentation & Data Entry

CORE COMPETENCIES

- Customer Service Excellence
- Cash & POS Management
- Recreation & Hospitality Leadership
- Sales & Product Promotion
- Team Training & Supervision
- Client Engagement
- Retail Operations
- MS Office (Excel, Word, PowerPoint)
- Problem Solving
- Bilingual Communication
- Time Management
- Positive Attitude & Work Ethics

LANGUAGES

English | Hindi | Malayalam | Tamil | Arabic