



MUHAMMED UNAIS

One day you will be just a memory for people, Do your best to be a good one

CONTACT

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Abu Dhabi

PERSONAL DETAILS

Date of Birth : 27th February 1994
Driving licence : Indian Driving licence

AREA OF EXPERTISE

- Learning and development
- Marketing management
- Sales executive

INDUSTRY EXPERIENCE

- Consumer electronics
- Logistics

SUMMARY

6 Years in Business Development, Supply Chain Management, Sales and marketing

EDUCATION

Bachelor of Business Administration 2016

ACHIEVEMENT

Best sales promoter-2017-OPPO

Best trainer -2020- FLIPKART

CAREER OBJECTIVE

To secure a promising the position that offers me good opportunities to enhance my knowledge and experience to give the best of my ability for the benefit of the organization.

ORGANIZATION EXPERIENCE

- SALES PROMOTER:-OPPO India
- Since 18-05-2016 to 01-05-2017

GROWTH PATH

- Promoted as a sales trainer 01-05-2017 to 23-08-2018

Responsibilities- OPPO ELECTRONICS PVT LTD

- Handling normal Trade
- Attention of Normal trade OEC 2 month tenure
- Support MT for CRT (New product)
- Daily reporting to regional manager regarding the route training
- Daily attendance
- Leave and Reimbursement
- Daily market visit and RM report
- Standards of training
- OEC -OJT Monitoring & New refresher product training
- All other training related project initiated by HO

ORGANIZATION EXPERIENCE

- Lead Customer Experience:- Flipkart India 27-08-2018 to 27-09-2021

RESPONSIBILITIES- FLIPKART INTERNET PVT LTD

- Ensuring CX metrics are being as per ops target (CSAT,FAKE,UDBAD &ESCALATIONS)
- Handling Adoption of low performer improvement (X% of below performer/hub -To be defined
- Induction and OJT
- New joiner performance: Conversion 85%
- New process training
- Design Initiatives: Driving adoption
- Improvement in knowledge assessment Score of the hub (WM,HI,TL) CEC to score 85% in knowledge assessment
- Ensuring smooth implementation of flip Ahead other developmental interventions
- Extend support on engagement activities
- Driving CX metrics
- Ensure 100% trained manpower
- Ensure knowledge assessment
- Support organizational-wide Initiatives