CURRICULUM VITAE

**DEVU UDAYAKUMAR**

+971559436090

devunandhu95@gmail.com

Dubai

Objective:

To obtain a full-time position in a company which offers a professional environment and enables me to utilize my talents and skill sets to best fit the organization and for the betterment for the company while meeting the corporate goal.

PERSONNEL STRENGTH

* Excellent in customer service.
* Good Team player.
* Quick learner.
* Work under pressure and able to meet the deadlines.
* Ability to multi task, co-ordinate with cross functional teams and adaptable to new environment and work culture.

WORK EXPERIENCE

* Working in“ **Spinneys Dubai LLC** ” as in store **Sales & Promoter**

Duration : From 11th May 2019 to May 20th 2020

**Job description** :

* Providing customer service support according to their needs.
* Introducing new products to the customers.
* Providing samples & describing the flavors of products.
* Collecting opinion of customers and informing to higher management.
* Doing market survey for business analysis.
* Taking advance or additional orders and delivering on time.
* Make sure all process and procedures are happening as of company demanded standards.
* Trained to work as per company provided SOP’s.
* Successfully completed customer service training Phase-2.
* Make sure the cleanliness and hygiene in every department.
* Handling customer complaints and finding solutions for them.
* Giving orders for local purchase and raw materials as per requirement.
* Keen observation on production to reduce wastage.
* Updating wastage on daily basis to maintain proper stock and availability.
* Workedin “**Gold Palace Jewellers”** as **Admin Executive/ Sales Coordinator**

Duration : From 3rdJanuary 2018 to 28th February 2019.

**Job description** :

* Coordination of Sales Executive.
* Maintaining and updating database.
* Managing and recording all sales.
* Maintaining Friendly and good relationships with existing and new clients.
* Contacting potential clients via email or phone to establish report and set up meetings.
* Floor Management.
* Maintain the records for Attendance of Employees Document Controlling & Admin Works.
* Worked in “**Vahini Motors Honda Showroom”** as **Admin Executive/ Sales Coordinator**

Duration : From 1st March 2015 to 28th December 2017.

**Job description** :

* Maintaining records of all activities of Accounts and Office related works.
* Handling Customer queries.
* Replying to Customers Calls & Mails.
* Prepare weekly and monthly reports for sales.
* Handle Showroom requirements.
* Attending customers for bike selection.
* Providing finance assistance services.
* Giving insurance assistance if required.
* Updating Service information.
* Providing bikes for test drive.
* Providing quotations for the customer enquiry.
* Follow up with customer orders.
* Scheduling delivery as requirement.
* Attending customer complaints after sales.

EDUCATIONAL QUALIFICATION

**Year 2013 - 2016:**

***BA Malayalam***

Pursuing from St. Thomas College Kozhencherry

(MGUniversity)

**Year 2011 - 2013:**

***Higher Secondary*** Passed from St. Thomas Higher Secondary School Kozhencherry(Govt. Of Kerala)

**Year 2011:**

***S.S.L.C.*** Passed from St. Mary’s Girls High School Kozhencherry(Govt. Of Kerala)

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LANGUAGES KNOWN

* English
* Hindi
* Malayalam
* Tamil

COMPUTER SKILLS

* D.C.A basics has completed.
* Excellent Knowledge in MSOFFICE.
* Internet and Email drafting.

Personnel details

Date of birth : 23Sept. 1995

Nationality : Indian

Marital : Married

Visa Status :UAE Residence Visa

Passport No : T0572015

DEVU UDAYAKUMAR