

Mohammed Salman S

Mobile: +971 56 331 4346 (U.A.E)

Mobile: +91 95008 48709 (INDIA)

Email: Salmanmohammed2026@gmail.com

OBJECTIVE

To work in a proficient atmosphere to cope with emerging trends and technologies, to widen the Spectrum of my knowledge and to give my effective contribution to meet the goals of organization.

ACADEMIC QUALIFICATION

- **B.Tech of Petroleum Engineering (x)** In Global Institute of Engineering & Technology, Vellore-Tamilnadu.
- **HSC** in Mazhar ul Uloom Higher Secondary School, Ambur under State Board of - Tamilnadu.
- **SSLC** in Mazhar ul Uloom Higher Secondary School, Ambur under State Board of - Tamilnadu.

EXPERIENCE

2.5 Years' experience (2018-2021-Till date) as **Sales Operation Executive** in **M/s. Ajmal Steel Tubes and Pipes L.L.C**, Abu Dhabi – For **Export Markets**.

Roles and Responsibilities:

Analyst Role

- Company's Front line interactor with External (International clients) and Internal Customers (Plant team)
- Data analysis of orders based on the 4 P's (Product, Price, Promotion and Place)
- Market Analysis on Daily basis of our Products.
- Product strategist for USA/Europe/Australia/Africa/UK.

Sales Role

- Responsible for maintaining cordial relations with international Clients and answer their technical queries.
- Ensure to attend to the daily sales Role i.e. from Generating Inquiries till Payment cycle.

Operations Role

- Yard Management assistance to the Ground team through scientific approach methods.
- Assist Plant team with **Supply chain management** and procurement services.
- Ensure efficient working in a fast paced high volume manufacturing environment with regular And timely follow ups.
- Coordinate for the **marketing and advertising** activities.

- Working in a team to ensure sales/Dispatch targets are met and exceeded.
- Work with Finance team for **Letter of Credit verification** & Follow up on pre-payment tracking.
- Checking and approving Export plan for the logistics team prior to loading.
- Export container booking and vessel tracking.
- Create reports to higher management and status of the work.

1.5 Years' experience (2016-2018) as **Senior Support Engineer** in **M/s. CSS Corp Chennai** -
for **Vonage - UK & Vonage - USA** (International Inbound Voice + Non Voice)

Roles and Responsibilities:

- Assisting the customer in Installation of Vonage device by connecting it to the Internet.
- Trouble shooting all the problems regards to Vonage device such as Configuring the Vonage device with Modem/Router, Fixing the no dial tone issue, Audio Issue, Inbound and outbound Call completion, call dropping, failures in features Incoming and Outgoing Fax, Failures in Extensions.
- Assisting and educating the customer in billing and payments, managing accounts, Number Transfer features and settings, Extensions application.
- Assessing the customer feedback, evaluating areas of improvements & providing critical feedback to the associates on improvements and achieving higher customer satisfaction matrices.

Contribution:

- Tracking performance of the team members and suggesting areas of improvements, facilitating & Imparting training and monitoring the improvements on a continuous basis.
- Create reports on the status of the work for tracking the progress.

1 Years' Experience (2016-2017) as **Consultant** in **M/s. Sutherland Global Service** for **Bell - Canada**
(International Inbound Voice)

Roles and Responsibilities:

- Assisting about the VoIP Service and the calling plan in details.
- Assisting in payment and calling plan activation remotely.
- Assisting in installation of VoIP Service by connecting it to Internet modem/router via home wiring and splitters.
- Assisting in set of Voicemail and call forwarding to the customer cell phone.

- Troubleshooting all problems regards to telephone device and Internet Television such as configuring with modem/router Fixing the no dial tone issue, Audio Issue, Inbound and Outbound call completion, Call dropping, Failures in features, Incoming and Outgoing fax, Failures in Extensions application.
- Assisting and educating the customer in billing and payments, managing online accounts, call features and settings, Extensions application.
- Assessing the customer feedback, evaluating areas of improvements & providing critical feedback to the associates on improvements and achieving higher customer satisfaction matrices.

PERSONAL TRAITS

- Positive attitude, Self-confidence.
- Smart Work with high level of integrity.
- Excellent Problem solving skills.
- Having excellent organizational and time management skills
- Organized and well-structured at work.
- Able to walk an extra mile to achieve the goal.
- Pro-active, Organized and excellent team player.

Technical Skill Set:

- Microsoft office tools namely Excel, Outlook, Power point, Word and Technical skills.
- Basic Trouble Shooting on Routers, Modems.
- Possess extensive experience technical support, networking and system administration.
- Excellent business and interpersonal skills.
- Good Knowledge on business objects.
- Creative ideas in designing of Brochure, Greeting for Clients Business cards etc.,

Key Skills:

- Dynamic, hardworking coupled with quick adaptability and flexibility with work.
- Ability to work both independently and as part of a team with professionals of all levels.
- Possesses a strong will to develop the spirit of teamwork.
- Equipped with analytical skills and ability to handle new assignments and meet deadlines.
- Excellent English language skills both written and spoken (independent drafting)
- Computers and multi-tasking skills.

- Self-Motivating.
- Training and developmental skills.

Sports:

- State level Athlete.
- Collage level Badminton player.

ACHIEVEMENT

- Star of the day Award in CSS Corp.

PERSONAL DETAILS

Father's Name	: Afroze Ahmed Sandekar Saheb
Date of Birth	: 20 th March 1996
Sex	: Male
Nationality	: Indian
Marital Status	: Single
Driving License	: NA
Languages Known	: English, Hindi, Tamil, and Urdu.
Present Address	: I CAD Residential City Musaffah, Building Al Sahab-1 #5/3 Abu Dhabi
Permanent Address	: 18/72-A, Nattamkar Saibansa kollai 1 st Street Ambur – 635 802 Vellore, Tamilnadu.

DECLARATION

I am keen to continue my career and prepared to work hard in order to achieve my organization objectives and I hereby declare that the information furnished above is true to best of my knowledge.

Place :

Signature

Date :

MOHAMMED SALMAN.S