

# SYAM DAS

Mob: +971 509647855

Email: [syamdass777@gmail.com](mailto:syamdas777@gmail.com)



## LINKEDIN:

<https://www.linkedin.com/in/syam-das-bb12974b>

## EDUCATION:

**Post Graduate** – Masters in Business Administration (HR and Marketing), **TKM Institute of Management, India**

Bachelor of Computer Science, **Amrita Vishwa Vidyapeetham, India**

## HR & ADMIN

### COMPETENCIES:

- Leadership and Navigation
- Excellent Communication
- Client Relationship Management
- HR Policies and Procedures
- Negotiation Skills
- Critical Thinking
- Recruiting talented employees.
- Managing on boarding and training for new hires.
- Tracking payroll.
- Handling employee grievances.
- Retaining good employees.
- Attendance Management

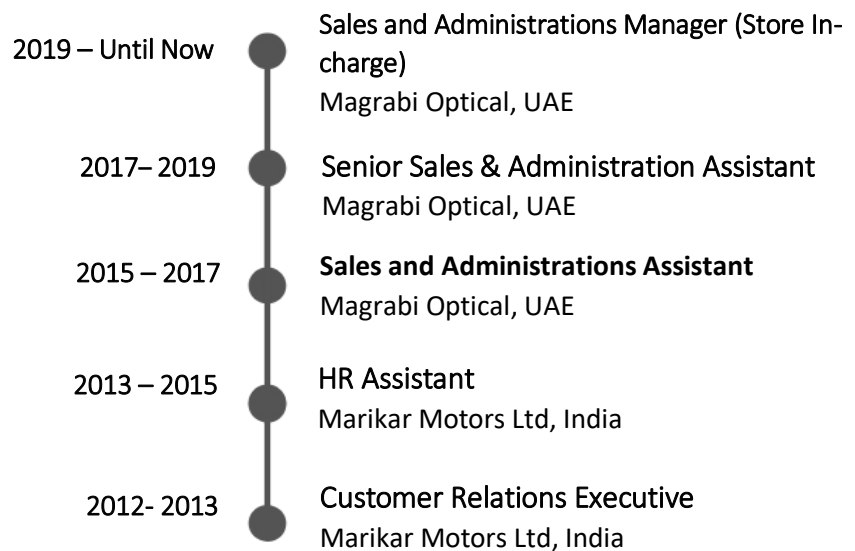
### SOFTWARE SKILLS

- ORACLE HRMS
- Citrix Software
- TALLY
- Microsoft Office packages

## KEY ACHIEVEMENTS

- 5 years** of experience in Sales, Administration and HR in the Trading/Retail and Wholesale industries.
- Consistent **Top Sales Executive** Magrabi Optical 2019
- Cut lead time for recruiting by approximately 50%.
- Raised employee effectiveness by 18%, and training participation by 15%.
- Contributed to a 30% sales increase in 2019 by improving lead-generation and sales-tracking methods.

## CAREER PROGRESSION MAP



## NATURE OF ROLES PERFORMED AND WORK EXPERIENCES

- Good Relationship with Customer, Employees and Clients
- Support all internal and external HR related inquiries or requests.
- Achieving the sales targets of the organization through effective planning and budgeting.
- Motivating team members and ensuring that the team is delivering desired results.
- Maintains office services by organizing office operations and procedures, preparing payroll, controlling correspondence, designing filing systems, reviewing and approving supply requisitions, and assigning and monitoring clerical functions.
- Keeps management informed by reviewing and analysing special reports, summarizing information, and identifying trends.

Store In charge, Magrabi  
Optical, UAE

- Deliver excellent service to ensure high levels of customer satisfaction.
- Motivate the sales team to meet sales objectives by training and mentoring staff.
- Create business strategies to attract new customers, expand store traffic, and enhance profitability.
- Hire, train, and oversee new staff.
- Respond to customer complaints and concerns in a professional manner.
- Ensure store compliance with health and safety regulations.
- Develop and arrange promotional material and in-store displays.
- Prepare detailed reports on buying trends, customer requirements, and profits.

Sales and Administration  
Assistant, Magrabi Optical,  
Dubai

- Execute sales strategies under the guidance of sales administrator.
- Assist and support sales personnel in achieving sales outcomes and goals.
- Assist sales administrator in preparing schedules for the sales staff.
- Answer and respond to customer sales needs and objectives.
- Organize and arrange sales meetings and conferences.
- Coordinate with marketing teams in reaching set goals and objectives.
- Maintain and manage customer databases.
- Update customer database with sales orders, delivery, and payment details.
- Coordinate between sales and production departments.

Human Resource Assistant,  
Marikar Motors Ltd

- Support all internal and external HR related inquiries or requests.
- Maintain digital and electronic records of employees.
- Assist with the recruitment process by identifying candidates, performing reference checks and issuing employment contracts.
- Oversee the completion of compensation and benefit documentation.
- Schedule meetings, interviews, HR events and maintain agendas.
- Coordinate training sessions and seminars.
- Perform orientations and update records of new staff.
- Process payroll and resolve any payroll errors.
- Complete termination paperwork and exit interviews.

Customer Relations Executive,  
Marikar Motors Ltd

- Making sure the customer database is correctly segmented for targeted marketing activities.
- Building and maintaining profitable relationships with key customers.
- Overseeing the relationship with customers handled by your team.
- Resolving customer complaints quickly and efficiently.
- Keeping customers updated on the latest products in order to increase sales.
- Meeting with managers in the organization to plan strategically.
- Expanding the customer base by upselling and cross-selling.
- Understanding key customer individual needs and addressing these.

- Date of Birth : 19.01.1989
- Marital Status : Married
- Languages : English, Hindi, Tamil, Malayalam
- Visa Status and Nationality : Employment Visa /Indian
- Dubai Driving Licence : Yes (UAE)