



FAREED ASLAM

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CAREER OBJECTIVE

I'm a self-motivated dedicated professional with commitment to quality work, looking for a challenging position to utilise my diverse background with a strong and stable company. I'm extremely organized individual with a passion to learn new things and ideas. I'm excited to commit myself to the organization's ideals, values, and objectives as well as to nurture healthy relationships.

STRENGTH

- | | | |
|-----------------------------|----------------------------------|---|
| + Negotiation Skills | + Effective communication skills | + Cost Management Skills |
| + Team-oriented | + Time management | + Problem Solving Skills |
| + Strong Organization Skill | + Energetic work attitude | + Strong commitment to service excellence |
| + Material sourcing | + Community Relations | |

EXPERIENCE

Oryxmix Concrete Products LLC, Fujairah, UAE - Sales & Procurement Specialist **01 Jan 2021 - Present**

Responsibilities and Duties:

- Prepared purchase orders and sent copies to suppliers and to departments originating requests.
- Determined if inventory quantities were sufficient for needs, ordering more materials when necessary.
- Verified accuracy, terminology, and specifications.
- Responded to customer and supplier inquiries about order status, changes, and cancellations.
- Managing the procurement of products and services.
- Managing and Maintaining contracts with vendors.
- Negotiating and drafting contract terms and conditions.
- Ensuring compliance with all related laws and regulations.
- Managing daily, monthly, and quarterly reports.
- Developing and maintaining supplier relationships.
- Coordinating with other departments.
- Contacted suppliers to schedule or expedite deliveries and to resolve shortages, missed or late deliveries, and other problems.
- Monitored in-house inventory movement and complete inventory transfer forms for bookkeeping purposes.
- Researching and identifying prospective suppliers.
- Prepare proposals, request quotes, and negotiate purchase terms and conditions.
- Monitor supplier performance and resolve issues and concerns.
- Inspect and evaluate the quality of purchased items and resolve short comings.
- Analysing store and inventory management.
- Analyse industry and demand trends and support senior management with development and implementation of sourcing strategies.

Responsibilities and Duties:

- Customer Service Rep for an online Live chat System with.
- Effectively managed a high-volume of inbound and outbound customer calls
- Gathered and verified all required customer information for tracking purposes.
- Directed calls to appropriate individuals and departments.
- Answered an average of 20 calls per day by addressing customer inquiries, solving problems and Providing new product information.
- Politely assisted customers in person and via telephone.
- Managed wide variety of customer service and administrative tasks to resolve customer issues quickly And efficiently.
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.
- Customer Service for a Live chat System with customers.
- Initiated operations improvements to improve overall call centres productivity.

ACADEMIC DETAILS

- CMA India (Foundation Level), specialized in **Cost and Management** –Sahrdya College of Advanced Studies, Kochi (2017-2020).
- Bachelor of Commerce specialized **Computer Application** – Sahrdya College of Advanced Studies, Thrissur (Calicut University, India (2017-2020).

PROJECTS & INITIATIVES

- Under Graduation-
Project Titled- “**A Study on Employee Job Satisfaction**” at Manjilas Double Horse Pvt Ltd.

TECHNICAL KNOWLEDGE

- Internet & E-mail Applications
- G-Suite
- Microsoft Products
- Tally
- Computer Management
- Mobile Management
- QuickBooks
- SAP
- E-commerce Live Chat System

CAREER SKILLS

- | | | |
|---------------------|------------------------------------|------------------------------------|
| ✦ Procurement | ✦ Purchase Forecasting | ✦ Active listening & Attentiveness |
| ✦ Vendor Management | ✦ Company Goal Alignment | ✦ Resilience |
| ✦ Invoicing | ✦ A+ Communication | ✦ Confidence |
| ✦ Collaboration | ✦ Empathy & Emotional Intelligence | ✦ Sales Ability |

TRAININGS

- Professional Training on “**Soft Skills**” by **Sahrdaya College of Advanced Studies, Thrissur -2020.**
- Professional Training on “**Competitive Examination Training**” by **Sahrdaya College of Advanced Studies, Thrissur -2020.**
- Professional Training on “**Communicative Skill Training**” by **Sahrdaya College of Advanced Studies, Thrissur -2020.**
- Professional Training on “**Placement Training**” by **Sahrdaya College of Advanced Studies, Thrissur -2020.**

ACHEIVEMENTS

- Subject Topper for IT Management.

EXTRA CURRICULAR ACTIVITIES

- Participant for Basketball championship in 2014.
- Student coordinator for School Exhibition.
- Participated and won school competitions for Sports & Arts.
- Active participation in social works.

FREELANCE Computer Trouble-shooter

- Computer Assembling and Sales
- Computer Software and base hardware troubleshooting

PERSONAL DETAILS

- Nationality - Indian
- Date of Birth - 10 March 1998
- Marital Status - Single
- Languages - English,
Arabic (Read & Write only)
Malayalam (native)
Tamil (intermediate)
Hindi (intermediate)
- Hobbies - IT blogging, Electronics blogging and research, Art, Road Trips.

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

I will be held responsible for any deviation from the above-mentioned details.

SINCERELY,
FAREED ASLAM