

# ANAS SIDHIK

## Sales Coordinator

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### Personal Profile

Experienced Sales Coordinator with a demonstrated history of working in the distribution & logistic industry,skilled in customer service,negotiation, sales support & interpersonal skills strong support professional with a Bachelor of Commerce , General from Wisdom business school U.A.E.

### Work experience

#### Sales Coordinator

May-2019 -

Present

##### Rak Restofair

- Coordinating the sales team by managing schedules, filing important documents and communicating relevant information
- Assist with placement of orders, refunds, or exchanges.
- Report any inventory or service issues to management and the appropriate Account Manager immediately.
- Obtain and evaluate all relevant information to handle product and service inquiries
- Inform clients of unforeseen delays or problems
- Identifying and assessing a customer's needs to ensure they are satisfied.
- Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution via phone, email or mail.
- Meet personal/customer service team sales targets and call handling quotas.
- Maintains customer records by updating account information
- Communicate with customers via email, on the phone, or face-to-face in-store.
- Daily check on each customer accounts & ensuring all the products are delivered on time.
- Communicate & ensures with each department to ensure customer needs are met on time.

#### Transport Coordinator

April-2017 -

June-2018

##### Rak Logistics

- Responsible for the activities associated with the transportation of products from suppliers into the network.
- Maintain proper and accurate Pre-Shipment and Post-shipment Administration,
  - Track, Trace and update the details of each shipment to the customer until delivered.
  - Work with transportation providers and freight payment team to ensure proper accessorial cost and flows
  - Handle damage and loss claims.
  - Assists in troubleshooting and resolving safety, service, and operational issues.
- Meet on-time delivery (OTD) requirements and follow on discrepancies with suppliers.
- Analyze delivery costs and recommend more cost-effective methods of transportation, negotiating contracts with outside transportation companies.
- Coordination with drivers by directing them as per the plans, thus ensuring smooth implementation of all the transport related plans.
- Keeping records for each shipment and updating the necessary details to the management.
- Following up with the customers for the due payments.
- Managing the advance /payments for the drivers for the trip.
- Making arrangements for the organization's collections/deliveries of documents, cheque's, etc.
- Supervising daily activities of each driver.
- Inspecting the company vehicles from time to time, keeping track for the maintenance's, services, etc

### Skills

- Ability to effectively work with a team
- Adaptability
- Attention to detail
- Communication skills
- Resilience
- Documentation skills
- Willingness to learn

### Languages

- English - Fluent
- Hindi - Very good command
- Arabic - Basic knowledge

### Education

Bachelor of commerce	2013-2016
Wisdom Business school	
Bachelor of commerce in finance with CGPA 2.34	
Higher Secondary	2012-2013
Indian Public High School	
Passed higher secondary with 75%	