



MUHAMMED FAHEEM

Dear Sir/Madam,

Please review my attached profile for your reference as I am currently looking for a suitable position in Sales/Business Development role. I am confident that my qualifications and overall experience in various fields will make me an appropriate choice.

Profile Summary: I would like to present myself in very challenging environment that will enable me to expand my areas of responsibilities and actively participate as a team member while contributing in the growth of the company. It has been my constant endeavor to progress and enhance my future prospects.

I wish for seeking similar assignments to take up anything more challenging and fulfilling than my present job, hence I would appreciate a chance at being able to utilize my skills and 6 years of fulltime experience in your reputed organization and I will do the utmost to satisfy the demands and necessary skills of the position.

I am interested in working in an organization that recognizes achievements and rewards performance. I can also work in a field which is different from my previous professional background as I am always willing to grow and to learn.

PROFESSIONAL EXPERIENCE

Merchandising Supervisor at Farah Trading Pvt Ltd (Malappuram, Kerala)

April 2018-Dec 2020

Key Responsibilities/Duties

- Develop sales plans to introduce products in new markets.
- Price monitoring of competitors products and key raw materials.
- Increase of sales of the existing portfolio by establishing new customers and capturing new opportunities.
- Follow up with client after quotation submission and convert to order, ensuring customer satisfaction for each purchase order.
- Coordinate with logistics and finance team to ensure delivery, quality, inspection and payment of material is in line with the purchase order.

- Recording and maintaining client contact data.
- Offering after-sales support services.
- Meeting regular sales targets defined by the management.
- Keep informed on industry news and trends, products, services, competitors, relevant information about legacy, existing, and emerging technologies, and the latest product-line developments.
- Provide reports to Sales Manager in terms of weekly & monthly sales report.
- Knowledge of basic mathematics and handle all transactions in Excel.
- Assist in other areas of store, such as clean up, shelf-stocking or keeping merchandise displayed in an orderly manner.
- Encodes data of Sales agents, Merchandisers and Promoters.
- Interacts with customers to provide information in responds to inquiries about accounts, products/services and promotional offerings.
- Lend support as necessary & undertake any other duties as may reasonably be required.

Quality Analyzer at SFO Technologies. Pvt Ltd, (Kakkanad, Kochi, Kerala)
July 2017-March 2018

Key Responsibilities/Duties

- Develop and execute test plans to ensure that all objectives are met.
- Take a thorough look at the plans, specifications, and blueprints to understand the product requirements
- Identify and remedy defects within the production process.
- Recommend, implement, and monitor preventative and corrective actions to ensure that quality assurance standards are achieved.
- Compile and analyze statistical data.
- Ensure that user expectations are met during the testing process.
- Draft quality assurance policies and procedures.
- Investigate customer complaints and product issues.
- Ensure ongoing compliance with quality and industry regulatory requirements.
- Resolving quality-related issues adhering to deadlines
- Providing training to the quality assurance team
- Recommend improvement measures to the production process to ensure quality control standards are met
- Monitor customer satisfaction levels
- Monitor the production phase at various levels

EDUCATION QUALIFICATIONS

- **2014-2017-** Diploma in Electrical and Electronics Engineering from Ma'din Polytechnique College Malappuram
- **2012 –2014** Higher Secondary education from Govt Higher Secondary School Malappuram, Kerala
- **2011-2012** SSLC from MMET HS Melmuri, Malappuram – Kerala

Technical Qualifications & Accreditations:

- Excellent knowledge of Advanced MS Office package & its operations.
- Knowledge of Tally Accounting module.
- Fluent in English, Hindi & Malayalam languages
- I had completed project of heavy sports machinery installation & training for Trident Cricket Academy Trichur, Kerala.

REFERENCE: Provided on request.