

MUHAMMAD FASIL KP

Sales & Customer service professional offering over 9+ years of expertise in New Business Development, Customer Service and Retention - seeking opportunities as Sales/Service Coordinator, Logistics coordinator or Sales/Service officer preferably in Heavy equipment rental, Transport, Logistics, Food or Real Estate Management industries.

EXPERIENCE

AL RAJJAM GENERAL TRANSPORTING EST | ABU DHABI | UAE
(Heavy Equipment Rentals and Transportation)

SALES EXECUTIVE

August 2017 – November 2023

- Support sales process planning and coordination of activities.
- Contacting potential clients via email or phone to establish rapport and set up meetings.
- Attending conferences, meetings, and industry events.
- Establishing contact and developing strong relationships with prospects to recommend solutions and sell products.
- Communicate with team members to ensure maximum efficiency.
- Keep prospective client database updated.
- Customer relations management including conflicts management and triggering escalations.
- Cross selling while providing post sales services to the existing customers.
- Confidently servicing & consulting each prospect.
- Maintain an organized system for uploading customers' documents and KYC compliance process.
- Create reports, presentations & summaries to ensure better communication and company-wide understanding of the sales performance.
- Evaluate vendor's quotation to ensure that they are in line with the technical and commercial specifications required for the project.
- Advise internal and external clients on issues regarding purchasing Terms & Conditions.
- In charge of daily operational purchasing needs such as planning, issuing and following up on Purchase Orders delivery and shipment schedules, Resolve supply, quality, service and invoicing issues with vendors.
- Schedule, allot time and assign drivers personnel for all staff transport requirements.
- Manage, Supervise and monitor total fleet operations.
- Supervise workloads, schedules, tasks and other related functions.
- Ensure compliance of safety standards in Transportation functions.
- Inventory and Stock management; general office administration.

ZAMN RAIMENT'S PVT.LTD | KERALA | INDIA (Manufacturing)

SALES EXECUTIVE

October 2013 – April 2017

- Conduct Market research to identify selling possibilities and evaluate customer needs.
- Actively seeking out new sales opportunities through cold calling, networking and Social Media.
- Negotiate/ Close deals and handle complaints or objections.
- Compile and update physical or digital files on clients, leads, expenses, and sales.
- Address customer queries via mail, phone calls and perform other jobs critical to office operations.
- Build positive relationships with suppliers, vendors and customers.



GET IN TOUCH

Location : Saudi Arabia

Mobile : +966504606880

Email : mdfasilkp0@gmail.com

EXPERTISE IN

SALES & BUSINESS DEVELOPMENT

COLD CALLING

LEAD GENERATION

QUOTATIONS & NEGOTIATIONS

POST SALES SERVICES

MIS REPORTING

CROSS SELLING

MARKET RESEARCH

EVENT MANAGEMENT

KEY ACCOUNT MANAGEMENT

CUSTOMER RELATIONSHIPS

ADVANCED MS OFFICE

EDUCATION

2014 - BSC - Polymer & Chemistry
University Of Calicut | India.

ACHIEVEMENTS

- Increased sales by 17% in 6 months.
- Collected AED 3,290,000 unpaid debt.
- Successfully managed and led a team of 5 members.
- Resolved 95% of customer enquiries and complaints.

PERSONAL INFO

Nationality: Indian

DOB: 05 May 1993

Gender: Male

Civil Status: Single

Languages: English | Hindi | Arabic
Malayalam | Tamil

Visa Status: Employment visa

D. License: UAE

REFERENCES

Available on request.