**ROSHAN RAJ**

Raj BHAVAN

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**oBJECTIVE**

A determined business postgraduate with excellent communication skills seeking a challenging and responsible job opportunity.

**PERSONAL SKILLS**

* Excellent in resolving in-depth queries and find appropriate resolutions.
* Flexible, adaptable and a to-do attitude.
* Mixes well with team/group.
* A very good team player and hard worker.

**SOFTWARE SKILLS**

* Microsoft Office – Word, Excel and PowerPoint.
* Knowledge in SAPCRM.

**EMPLOYMENT HISTORY**

From Nov 2012- June2014 **Administration/Marketing executive, Gulf Centre Building**

**MaterialsElectricals L.L.C, Rustaq, Oman**

* Handled customer queries and complaints.
* Ensured total customer satisfaction in order to retainexisting clients.
* Managed financial matters like petty cash.
* Maintained inventorysupplies by checking stock to determine inventory level.
* Collaborated with colleagues to exchange information such as selling strategies and marketing information.
* Processed orders for supplies and verified receipts of supplies.
* Verified delivery of stock.
* Counter sales

From Dec 2011-August 2012 **Store Assistant, Costcutters, Rhiwen, LL55 3NF,**

**Deiniolen, Gwynedd, Wales, UK. (Part-time)**

* Collected customer feedbacks related to products and services.
* Controlled stock levels based on forecasts for the season.
* Ensured the store was well organised.
* Verified availability of stock.
* Completing cash transactions at the point of sale
* Submitting weekly sales report to management.

**EDUCATIONAL QUALIFICATION**

**2013 SAP CRM**

**2011 – 2012Bangor University**, **United Kingdom**

MBA Marketing

* Applied Business Project

**2008 – 2011Kerala University, India**

Bachelors in Commerce

**2008-2011 Banking &Financial Services** (Add-on Course)

Optional Modules studied:

* Interpersonal Skills
* Self-Management skills

**INTERESTS AND ACHEIVEMENTS**

Bangor Indian society : Core Committee member

Sports : Cricket, Badminton, Kho-Kho

Clubs : Bangor University Cricket Club, Bangor Cricket Club

Hobbies : Travelling,Photography, Gardening, Social media,Cooking

Leadership : Led school house team in the year 2006 and elected as

deputy Head boy for the academic year 2007-2008

(Indian School Muladha, Oman). Event

organizer in various college functions.

**PERSONAL DETAILS**

DOB :7TH November 1989

Nationality : Indian

Languages : English, Malayalam, Hindi andTamil

Passport No : L 4738111

**DECLARATION**

I do hereby declare that the above given statements are true and correct to the best of my knowledge.

**Roshan Raj**