

SALWIN ACHANKUNJU

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PERSONAL PROFILE

Well organized with strong attention to detail and proactive in providing timely, efficient, and accurate outputs as well as having excellent inter-personal skills. Now looking for an opportunity that makes best use of my existing abilities and allows me to develop on my new skills.

KEY SKILLS

- Basic Applications: Microsoft Office Suite. (Word, Excel, PowerPoint, Outlook)
- Customer facing Service and Support Experience.
- Basic knowledge of accounts software. (Tally V.9.0)
- Sales & Marketing Experience in heavy equipment rental.

EDUCATION AND TRAINING

Feb 2022 – Ongoing Diploma in Full Stack Software Development (Online)

Modules: *HTML, CSS, JavaScript, Python, GitHub, UX design, Full Stack tools like API and Frameworks, Agile development, Bootstrap*

July 2020 – Jan 2021 FIT Pre-Tech Apprenticeship ICT Systems & Principles, City & Guilds Level 2/3

Modules: *Java, Internet Web Security & Protection, Networking, ECDL, Customer Service, Communications.*

May 2002 – Apr 2006 Anna University, Chennai, India Bachelor of Engineering, NFQ Level 7

Modules: *Electronics, Instrumentation, Communications Lab.*

May 2001 – Apr 2002 Mount Carmel School, Indore, India 12th Standard, NFQ Level 5

Modules: *Math, Physics & Chemistry.*

WORK EXPERIENCE

Jan 2020 – Feb 2020 Power Leisure Bookmakers Ltd., Dublin, IRELAND Online Betting Company on variety of Sports & Games. Customer Service Agent

- Develop extensive product knowledge to provide timely and accurate information to clients.
- Responsible for providing outstanding customer service and ensuring customer satisfaction and retention.
- First point of contact for customers, for new online betting account activation, existing accounts, and any queries related to played bets.

- Resolve product or service queries and followed up to ensure the resolution is was place and communicated to the customer.

Jun 2016 – Aug 2017 **Roy Cargo Transport by Trucks LLC, Dubai, UAE**
Construction Equipment Rental Company
Sales Executive (duties as below company)

Sep 2013 – Nov 2015 **Arabian Equipments & Machinery Rental LLC**
Dubai, UAE
Construction Equipment Rental Company

Sales Executive

- Meeting with Project Managers, Purchase Managers, Procurement or Transport Managers at construction sites and cooperate offices taking prior appointments.
- Introducing and discussing the complete profile of the company and the machineries as per customer requirement.
- Preparing product quotes for clients after acquiring the rates and technical specification details by coordinating with the procurement department using ERP software (Transport Management System).
- Taking follow-ups with the clients based on the quotes submitted and negotiating a finalizing Local Purchase Order.
- Coordinating with the procurement and transport department for the timely delivery of the machinery to various construction sites.
- Making payment follow-ups and payment collections from the clients on periodical basis.

Jan 2009 – Aug 2013 **RD Flowright Corporation, Indore, INDIA**
Industrial Equipment Trading Company

Sales Engineer

- Introducing the complete range of the Butt type HDPE and PP pipes along with its fittings.
- Also commissioning jobs and testing setup plans for complete pipeline as per the drawings and directions given at the work site.
- Performing negotiations as per market prices keeping well attained margins and eventually finalizing the purchase indents.
- Issuing sales invoices, delivery challans, road permit forms, purchase orders, material, and work quotations.
- Supervising the packing, bag or bundle markings and dispatches according to the requirements of the customers.
- Executing payment follow-ups with the customers and principals.

Sep 2007 – Dec 2008 **Time Technoplast Ltd., Daman & Dui, INDIA**
Plastic Barrel Manufacturing Company

Trainee Engineer

- Plastic blow molding machine building and mechanical maintenance
- Working of the plastic blow molding machine
- Knowledge of the mechanical and electrical components and accessories used for building the machine.
- Preventive mechanical maintenance of the machine.
- Executed production shifts to learn the production of plastic 'L' ring narrow mouth drums of the capacity of 200 liters to 250 liters.
- PLC program-based profile setting done for the manufacturing of the plastic drums.

ADDITIONAL INFORMATION

- Languages: English, Hindi, and Malayalam
- Full Clean Driving License and own transport

INTERESTS

- Driving: I love long drives and have visited several places in Ireland such Cliffs of Moher, Knock Shrine etc.
- Occasionally trying out new cuisines like Arabic, Chinese.
- Music: Very much fascinated by musical instruments. I am learning electronic keyboard.