



RAZEEN RAFI, MBA

Operations & Customer Relation Manager

Career Objective

Highly motivated Operations and Customer Relations Manager with 12+ years of experience. Proven ability to leverage process improvement, customer satisfaction initiatives, and relationship building to drive operational excellence and enhance customer loyalty. Seeking a dynamic organization where I can contribute these skills.

Experience

AK Venture Investment LLC, Dubai, UAE

Operations Manager (June 2023-Present)

- Coordinated and supported the due diligence process for potential investments, including data collection, analysis, and reporting.
- Provided marketing, sales support to portfolio companies.
- Represented the company at industry events, conferences, and meetings to enhance the firm's visibility and build networks.

Three Bees Group W.L.L, Qatar

Operations manager (August 2018 – April 2021)

- Managed and oversaw daily logistics operations including transportation, warehousing, inventory management, and order fulfillment.
- Oversaw warehouse operations, including receiving, storage, and distribution of goods.
- Served as the primary point of contact for key clients, addressing their logistics needs and resolving any issues that arise.

Amana Toyota, Kannur

Corporate Sales Officer (July 2016 – July 2018)

- Identify and target corporate clients and fleet accounts to generate sales leads and business opportunities. Conduct sales presentations and product demonstrations to potential corporate clients, highlighting the benefits and features of Toyota vehicles.
- Participate in marketing and promotional activities, including events, exhibitions, and campaigns to promote Toyota vehicles to corporate clients.
- Strong problem-solving skills with the ability to handle client issues and objections effectively.

Farah World LLC, Dubai

Operations Executive (June 2014- May 2016)

- Effectively supervise warehouse activity, ensuring all deadlines and standards are achieved in an efficient and cost-effective manner.
- Plan, manage, and evaluate logistics operations liaising with internal stakeholders, suppliers, logistics providers, transportation companies, and customers

CONTACT DETAILS

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Website:

KEY SKILLS

- Communication
- Negotiation
- Relationship Building
- Problem-Solving
- Process Improvement
- Data Analysis
- Leadership and Team Management
- Adaptability and Flexibility
- Time Management
- Presentation

COMPUTER SKILLS

- MS Package
- Google Documents

LANGUAGE SKILL

- English(Professional)
- Malayalam(Native)
- Hindi (Conversational)
- Arabic (Basic)
- Urdu(Basic)

National Metal Construction Company, Qatar**Sales Coordinator (May 2013 – May 2014)**

- Act as a pivotal and connecting role between Sales, Customers, Internal operators
- Ensure that the quotations, sales orders and application of customer discounts or special prices are performed as per the standard operating procedures.
- Responding to complaints from customers and give after-sales support as and when requested.

Western India Plywood's Ltd, Kannur**Sales & Marketing Executive (September 2011- May 2013)**

- Responsible for the daily sales activity and able to assist Marketing head on quotation and other related sales activity. Maintaining relationship with dealers & retailers.
- Attending complaints of the Customers and providing proper timely solutions

Academic Formation

- **MBA**, August 2011 Specialized in Marketing and Finance from Kannur University, Kerala, India.
- **Bachelor of Science in Computer Science**, March 2009 From Kannur University, Kerala, India.

Training & Certification

- Certification in 'Fundamentals of Digital Marketing' by Google Digital Garage and The Open University.
- Foundations of Raising Capital from LinkedIn course.
- Certification in Customer Relationship Management from HP Life
- Undergone Auditor training for ISO 9001:2008 Quality Management Systems from British Standards Institution (BSI).
- Certification in Islamic Finance and Capital Market from Bombay Stock Exchange Institute, India.

Declaration

I hereby declare that all the information provided in this resume is true and correct to the best of my knowledge and belief.

Date :

Place:

Razeen Rafi