

# **Muraleedharan Menon Kengayil ,**

Mobile: +971 -507357914 (WhatsApp- UAE Number)

Email Id: menonmd8@gmail.com

**OBJECTIVE:**

Target oriented sales professional with the proven ability to assess client needs to effectively promote goods and services. Highly self-motivated self-starter with strong interpersonal and percussive communication skills. Strong closer expert in establishing rapport and client trust.

**CAREER HIGHLIGHTS:**

Tremendous Experiences in Managerial level (25 +) in the domain of Sales/ Marketing /Business Development / Customer Care/Facility management with companies of supplying Building materials, Sanitary fittings, Project supply , Decorative paint Industry & Food & Beverage with high level man power Management efficiency. ( Expert in Dealer Net work & Process management for ISO compliance)

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| **Sl** | **Name of Company Worked** | **Place** | **Designation** | **Duration** | **Total Years** |
| 1 | Red Magma General Trading –Dubai | Abu Dhabi – UAE | Sales Comsultant | March.2022-Sept.2022 | 6 Months |
| 2 | S G Corporates ( Fruzone Juices & Snak Up Manufacturers) | Puthur – Karnataka | Regional Sales Manager | Jan.2020-April.2021 | 1.3 Years |
| 3 | Faraidooni Trading Centre - Abu Dhabi (Project –Sanitary Fittings Suppliers) | Abu Dhabi – UAE | Relationship Manager (Project) | May-2015-2019 Sept. | 5 +Years |
| 4 | Sunrise International  ( Building Material Suppliers for Projects ) | Doha- Qatar | Sales Manager | May-2012 to  May 2014 | 2 Years |
| 5 | Agsar Paints (Manfacturer of Decorative & Industrial Paints) | Banglore , India | Sales Manager | 2009 -2012 | 3 Years |
| 6 | LakshmiBrooke  (Facility Management Company) | Banglore ,India | Senior Customer Care Manager | 2005-2009 | 4 |
| 7 | Ellkay Sanitations (Manufacturers & Suppliers of CP Sanitary fittings) | Northern Kerala based at Kochi], | Area Sales Manager | 1997-2005 | 8 |
| 8 | Popular Agencies (Manufacturers & Suppliers of PVC fittings, and Sanitary fittings) | Chennai,India | Marketing Executive, Asst.Manager& Branch Manager | 1992-1997 | 5 |
| 9 | Naval Officers Library  Civilian employ of Indian Navy Temporary basis | Goa, India | Librarian | 1989-1992 | 3 Years |

**KEY EXPERIENCES IN DETAIL**

**GCC Experiences 7 + Years:**

* **Currently Working** : for Redmagma General Trading -Dubai (The complete flooring solution Providers ) for their sales operations in Abu Dhabi.
* **Previous Job : for Faraidooni Trading Centre & AbuDhabi - as Realationship Manager**

The leading Suppliers for GROHE and other brands of Sanitary Fittings & accessories

Meeting the Engineering Consultants & Contracting Companies to generate Inquiries for Projects and retail as well.

Plan and strategy for meeting business goals ,develop new and maintain existing customer relationships seek customers

in company target markets through research and direct contact with potential customers. Generate project/business

opportunities and RFP’s through Customer contact to meet company’s business plans and growth strategies

Self Driving since the preliminary level un till close the deal Sending Quotes, Negotiation and all other aspects in process

Solicit customer feedback through the project proposal and execution phases Reporting to Sales Head & Head for Projects

* **Sunrise International Doha –Qatar as Sales Manager** – Key Result Area is the same as above in Faraidooni

**Experiences in India :**

**SG Corporates : *Responsibilities taken: Regional Sales Manager***

Managing the FMCG SalesTeam ( 14 Sales Executives & 3 Area Sales Managers ) Distributing the company products all over Kerala

through distributer / dealer net work system .

**Agsar Paints Banglore – India *Responsibilities taken: Sales Manager***

Managing the SalesTeam ( 12 Sales Executives & 3 Team Leaders ) with a leading brand of decorative and industrial paint

through dealer net work system and business development with emphasis the continual improvement of business and relationship.

**Lakshmi Brooke Coffee Hosts Ltd., Bangalore .India**

***Responsibilities taken: As the Head of Maintenance Department, HR , Sales, & Customer Care Reporting to Chairman***

The leading Service provider of Italian & Indian Coffee vending machines and Man power through branches all over India

by the continual improvement of relationship with the clients like HP, Microsoft, Deloitte, Intel, Oracle etc.].

As a Sr. Customer Support Manager, heading the departments of Maintenance and Customer Support according to the

service commitment and quality policy to provide 100 % Customer satisfaction from an ISO 9001 Company

[ Interacting with all Departments for corrective & Preventive actions, collecting their Action taken report against

Customer complaints, Conducting training programs to Service Engineers, arranging Operators Meets, Campus recruitments,

Motivation classes and other Human Resource development activities .

**Ellkay Sanitations –Mathura, India (*Responsibilities taken: As Area Sales Manager)***

Managing the sales of CP Bathroom fittings in Kozhikode, Kannur & Kasaragode districts and monitoring the activities of

4 Marketing Executives.

**Popular Agencies – Chennai ,India**

***Responsibilities taken: As Marketing Executive, Asst.Manager & Branch Manager* Re*porting to : Managing Partner***

Building strong DNW, Customers Contact visits, Telephone conversations with dealers, rectifications of complaints,

conducting monthly sales meetings, Analyzing the market and taking decisions with Gen. Manager and Managing Partner.

Correspondence, branch Details, Payment collection, Patent Registration and other related duties of office administration.

**ACADEMIC CREDENTIALS:**

* SSLC from Kerala Educational Board
* Pre Degree Course from Calicut University
* BA Economics from Calicut University ( Discontinued )
* Diploma In Civil Engineering (Completed )

**COMPUTER EXPOSURE:**

* MS Word , Excel
* Tally ERP-9

**Expertized Areas**

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| Sales & Marketing | Market analysis, Customers requirement, Processes for Business Development, Sales analysis, outstanding collections & Customer Relation maintaining. |
| Human Resource | Campus Recruitments, Creation of criteria for selecting candidates, Roles & Responsibilities , List of new recruits ,List of employees left the job with reason , Events Managing and active participation with environmental & Cultural development at Organization |
| Maintenance & Customer Care | Introduced Professional Job Training with opportunities of performance evaluation, Rating & Motivation programs , Cross verifications of rectifications , Corrective & Preventive Maintenance of MIF as per the service commitment to customer according to the Vision & Mission of an ISO certified Company. |
| Process Management | Service resolution, Analysis & Documentation, Customers contact visits, Customer Education programs & Business Development activities and the continual improvement with the numeral strength of satisfied customers. |

**Personnel Information**

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| Date of Birth | 15.05.1968 |
| Sex | Male |
| Passport Number | L 6061163 Date of Issue 29.11.2013 (Date of expiry 28.11.2023) |
| Name of Father | Mr.N.Kesava Menon (Late) |
| Marital Status | Married |
| Address | Kengayil House, Behind LBSMHS School,  Temple Road, Avittathur (PO) Pin: 680683 ,  Irinjalakuda (Via), Thrissur (Dt) , Kerala, India |
| Nationality | Indian |
| Languages known | English, Hindi, Malayalam [Speak, Read & Write] Tamil, Kannada [Speak & Read] Konkani, Telugu [speak] |
| Driving License | UAE Licnese No : 2371581 Issued on : 08.08.2016 (Date of Exipry :07.08.2028) |