

NIKHIL M R

Sharjah, UAE

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Professional Summary

Sales and Business Development Professional with 5 years of UAE experience. Proficient in Customer Relationship Management, Business Development and Overseeing Client accounts, Sales Coordination, Order processing, Supply Chain, Logistics Operations and After Sales Services while maintaining and exceeding organizational objectives. Highly self motivated with excellent sales expertise and managerial skills, analytical thinking, enthusiasm and organizational skills seeking a dynamic position with room for advancement.

Work Experience

➤ Sales Executive

Asia Pulp & Paper (APP)

(June 2019- Present)

*(NB: Company currently undergoing a relocation of operations to HQ at Indonesia.
Hence Immediately available to join)*

Established in 1972 Asia Pulp and Paper Group is one of the World's largest Paper and Pulp producer. Today, APP markets its products in more than 120 countries across six continents.

Responsibilities

- Identifies business opportunities by identifying prospects and evaluating their position in the industry researching and analyzing sales options.
- Builds business by identifying and selling prospects; maintaining relationships with clients.
- Prepares reports by collecting, analyzing, and summarizing information.
- Contributes to team effort by accomplishing related results as needed.
- Negotiate pricing and terms of sales with clients and the sales manager
- Negotiate/close deals and handle complaints or objections.
- Responsible for timely, accurate quotations and various pro-forma invoices to customers, processing inquiries through personal visits, email, phone and fax.
- Liaise with the mill in Indonesia for the production and shipment of the material in a timely manner.
- Follow up on timely payments with clients, thus ensuring healthy relationship with clients.
- Ensure CRM updates are done in a timely manner and use it for future references.
- Stay up-to-date with new product and feature launches.
- To actively perform all duties of Sales Manager and Senior Sales Executives in their absence
- Suggest sales process improvements

➤ Senior Sales Coordinator

COSMOPLAST INDUSTRIAL CO.LLC, SHARJAH

(August 2017- June 2019)

With over 40 years of experience, Cosmoplast is a leading plastics manufacturer in GCC. Founded in 1970, Cosmoplast pioneered the supply of building materials, infrastructure products and consumer goods in the emerging markets of the Middle East.

Responsibilities

- Managing all the sales related activity of the company.

- To actively support company sales team – Coordinating sales, pre-sale material and after-sale deliveries and Handling contacts.
- Responsible for timely, accurate quotations and various pro-forma invoices to customers, processing inquiries through personal visits, email, phone and fax.
- To support production team by forecasting the sales for all the products.
- Liaise between departments to provide support to sales activities.
- Participates in execution of sales strategies.
- Preparing clear sales analysis, as well as sales reports, sales-order status, sales agreements, in-time proposals and presentations.
- Meet with customers on company premises for discussions on order finalizing/product introduction.
- Guiding customers by providing detailed product information, thus enhancing them to choose the products wisely.
- Develop and sustain relationship with potential and existing clients by coordinating professional meetings, attending promotional events and providing effective administrative support.
- Follow up on timely payments with clients, thus ensuring healthy relationship with clients.
- To actively perform all duties of Sales Manager and Senior Sales Executives in their absence.
- Resolving any sales related issues with customers.

➤ **Internal Sales Executive/ Coordinator**
RIGID INDUSTRIES FZC, SHARJAH
(Feb, 2016- August 2017)

- Calculating client quotations and administering client accounts.
- Developing long-term relationships with clients through managing and interpreting their requirements.
- Persuading clients that a product or service best satisfies their needs in terms of quality, price and delivery.
- Providing pre-sales technical assistance and product education, and after-sales support services.
- Doing the customer care call, soliciting customer feedback on the services provided and offer the promotional items.
- Provides support to the sales team by processing the orders and arranging the delivery. Make sure the delivery of orders should be on time
- Handling after sales concerns from the customer.
- Calling local importer customer and arranging an appointment for the Sales Manager.
- Follow up payment of the debtor, and the returned cheques.
- Provides daily reports for Daily Quotation Reference Update, Daily checklist, Pending delivery report, Daily Sales Report and Debtors Follow up report.
- Perform other duties being assigned by the management.
- Directly reporting to the Sales Manager.

➤ **Customer Relations Executive**
Vodafone Store, Palakkad, India
(Jun, 2013 - Jun , 2014)

Educational Qualifications

Qualification	School/College	University/Board	Year of completion
PGDM (Post Graduate Diploma in Management)	Sadanam Institute Of Commerce and Management Studies -Autonomous-	AICTE	2016
BBA	Sadanam Kumaran College	University of Calicut, Kerala	2013

SPECIALIZATION

- Marketing Management
- Super competency in Logistics and Supply Chain Management

Skill Sets

- Proven successful sales and customer service background
- Persuasion and Problem solving.
- Judgment and Quick decision making.
- Negotiation skills
- Hands-on experience with CRM and ERP software's including SAP and INFOR.
- Fast learner and passion for sales
- Coordination
- Time management

I.T. Skill Sets

- Microsoft Office(Specialized in Excel,Word & Outlook), ERP(SAP AND INFOR)

Languages Known:

- English (Expert)
- Malayalam (Expert)
- Hindi (Intermediate)
- Tamil (Intermediate)

Personal Information

Date of Birth : 01-04-1992
Gender : Male
Marital status : Single
Nationality : Indian
Driving License (UAE) : Class and Tests on progress.

Declaration

I hereby declare that all the information given above are true and correct with the best of my knowledge and I bear the responsibility of the above mentioned particulars

Place: Sharjah

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