

JASMAL T K

Dubai, UAE | +971 509577848 | jasmaltk0@gmail.com | Nationality : Indian

PROFESSIONAL PROFILE

Logistics and Sales Operations professional with over 2 years of experience in order fulfillment, customer service and inventory management across retail and wholesale distribution sectors. Proficient in managing backend sales functions, preparing accurate documentation, and ensuring seamless coordination between warehouse, transport, and sales teams. Eager to contribute to a fast paced organization by driving operational excellence, enhancing customer satisfaction, and facilitating business growth through structured and dependable solutions.

EDUCATION

Diploma in Logistics Management

Kerala Institute of Tourism & Travel Studies (KITTS) | 2023

Bachelor of Commerce – Computer Applications

University of Calicut | 2019 - 2022

Certifications

Logistics & Freight Forwarding Basics | 2023

Introduction to International Trade & Logistics | 2023

AREAS OF EXPERTISE

Logistics Coordination | Sales Operations | Dispatch Planning | Sales Order Fulfillment | Quotation Preparation | Proforma Invoicing | Sales Contract Handling | Customer Database Management | Warehouse Coordination | Freight Forwarding | Inventory Tracking | Stock Reconciliation & Record Keeping | Vendor Relations | Sales Strategies | Transporter Rate Negotiation | Payment Follow-Up | E-way Bill Generation | GST-Compliant Invoicing | Packing List & Delivery Challan Preparation | Documentation | Customer Service & Retention | Petty Cash Handling

WORK EXPERIENCE

Logistics & Sales Operations Assistant | February 2024 – May 2025

DL Trading [Wholesale & Distribution] – Kerala, India

- Managed day-to-day logistics operations including order processing, dispatch planning, and coordination with transporters for deliveries.
- Processed daily and monthly sales orders from distributors, retailers, and B2B clients across multiple regions.
- Coordinated closely with the sales team to prepare quotations, proforma invoices, and sales contracts.
- Managed customer databases and assisted in tracking active leads, follow-ups, and sales pipeline progress.
- Liaised with warehouse teams to ensure accurate stock levels, timely picking/packing, and fulfillment.
- Coordinated order fulfillment, from sales order entry to delivery, ensuring high customer satisfaction.
- Reduced costs by negotiating better rates with third-party transporters and optimizing delivery routes.
- Maintained records of incoming and outgoing stock, and conducted periodic physical inventory audits.
- Followed up with clients on payment collection, dispatch schedules, and product delivery confirmations.
- Assisted in maintaining sales registers, dealer/distributor sales data and monthly sales reports for review.
- Prepared dispatch documents including e-way bills, invoices, packing lists, and delivery challans.
- Resolved operational issues such as delayed shipments, damaged goods, or incorrect deliveries.

Sales & Inventory Executive | October 2024 – May 2025

Daylight Electric Retail and Wholesale – Kerala, India

- Executed day-to-day sales activities, including order processing, customer service, and sales reporting.
- Processed cash and card transactions and achieved 95% customer satisfaction by providing excellent service.

- Explained product features, specifications, and energy-saving benefits to drive informed purchases.
- Participated in promotional activities, seasonal campaigns, and in-store product demonstrations.
- Identified high-demand products and suggested stock adjustments based on customer interest.
- Conducted periodic physical stock counts, identified variances, and ensured alignment with system data.
- Updated product master lists with SKU codes, pricing, supplier details, and stock status.
- Coordinated with vendors and suppliers for product availability, pricing updates, and delivery timelines.
- Maintained sales records, return logs, and stock reconciliation reports for audit purposes.
- Followed up and resolved customer complaints and processed exchanges or warranty claims.

Sales Executive | January 2023 – November 2023

Legero Trading - Kerala, India

- Actively engaged in sales of various lighting products, including brands like Luker, Theon, and Inventra.
- Consistently exceeded monthly sales targets through strategic upselling and relationship building.
- Communicated with customers to understand their needs and provide product recommendations.
- Maintained strong relationships with customers by addressing inquiries, providing after-sales support, and resolving any issues.
- Supported promotional campaigns, in-store displays, and marketing events to boost product visibility.
- Increased sales of featured products through innovative merchandising and attractive in-store displays.
- Coordinated the delivery, ensuring timely dispatch of orders.

INTERNSHIP

Customer Service Intern

Ocean Freight with Skyways Group

Hubload SLS Service Pvt Ltd - Chennai, India

KEY SKILLS

Core Skills: Effective Communication | Interpersonal Skills | Strategic Planning | Negotiation Skills | Highly Organized | Conflict Resolution | Networking | Decision Making | Target Oriented | Team Coordination

Languages: English – Proficient | Malayalam – Native

Digital Skills: MS Office – Excel, Word | Tally ERP | Inventory Biz | Acrotex