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MOHAMMED IRFAN

MANAGER - SHIPPING & LOGISTICS



Al Raffa, Burdubai, UAE,
Dubai, UAE



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mohdirfanb4u@gmail.com



EDUCATION

BACHELOR OF BUSINESS ADMINISTRATION

Rajiv Gandhi University
Pondicherry-India / 2019

HIGHER SECONDARY

Farook Higher Secondary School / 2012

MATRICULATION

Al Farook Residential School –
Kerala / 2010

SKILLS

Sales Operations

Customer Support

Experienced Sales Operations Management professional with 11+ years of proven exposure and experience in strategizing, directing, and executing operations across diverse sectors. Strong capabilities in assessing deep customer insights and trending impacts in competitive markets to position the business ahead of the competition and drive revenue growth. Skilled in developing and executing operations plans, delivering holistic solutions to carve a niche in highly competitive markets. Utilized an operational approach model to drive overall go-to-market initiatives, resulting in successful outcomes across diverse sectors. Demonstrated strong leadership skills in working with cross-cultural teams and senior management at all levels, driving efficiency, customer satisfaction, and business value.

WORK EXPERIENCE

Swish Line
Shipping &
Logistics LLC
May 2024 – Present

BUSINESS DEVELOPMENT MANAGER

- Led company's logistics department in end-to-end operations.
- Managed internal collaboration with sales and leadership.
- Strengthened team collaboration, boosting sales and leadership.
- Implemented supply chain optimization, increasing business efficiency.
- Aligned supply chain processes with company growth goals.

Alligator Shipping
Co LLC
Oct 2023 – May 2024

ASSISTANT SALES MANAGER

- Managed daily operations incl. shipment oversight & issue resolution

Sales Support

Conflict Resolution

Administration

After Sales Service

Leadership Management

Sales Growth

LINKS

Linkedin:

<https://www.linkedin.com/in/mohammed-irfan-sales>

LANGUAGES

English

Hindi

Tamil

Malayalam

PERSONAL DETAILS

Date of birth: 18 Aug 1993

Nationality: Indian

Marital status: Married

- Ensured customer satisfaction via timely, accurate communication
- Collaborated cross-department to deliver seamless customer experience
- Built strong relationships with clients and stakeholders
- Led and trained staff for exceptional customer service delivery
- Partnered with sales to identify/secure new business opportunities

BUSINESS DEVELOPMENT ASSOCIATE

- Maintained comprehensive and accurate records of customer details and sales visit.
- Optimized cross-functional collaboration for operational efficiency and regular sales
- Implemented innovative sales strategies for effective customer acquisition increasing revenue.
- Pursued potential customers and business opportunities, boosting corporate revenue through effective negotiation.
- Managed customer relations via CRM, spurring potential growth opportunities.
- Handled customer interactions via CRM, identifying potential growth.

RELATIONSHIP MANAGER

- Develop and implement direct sales strategies to acquire and retain customers, driving lead generation and management activities, and ensuring that all customer requirements are understood and fulfilled.
- Build and manage a high-performing sales team, monitoring and supervising employee performance to ensure that goals and targets are achieved, and providing regular feedback and coaching to support ongoing growth and development.
- Collaborate with cross-functional teams to align sales strategies with broader organizational objectives, ensuring that customer needs are met at every stage of the sales process.

TEAM LEADER

- Develop a customer-centric culture that prioritizes understanding customer needs and delivering high-quality customer experiences, leveraging feedback, analytics, and research to continuously improve processes and products.

MRC Shipping & Logistics LLC

Feb 2018 – Oct 2023
Burdubai

A.M Motors Pvt Ltd

Nov 2016 – Jan 2018
Calicut

Eram Motors Pvt Ltd

Apr 2015 – Nov 2016
Calicut

DRIVING LICENSE

Driving license category

UAE Driving license(Dubai)

Zain Tell Marketing
(Telecom)

Feb 2012 – Mar 2015
Calicut

- Ensure that the sales team follows customer service processes and fosters a culture of responsiveness and professionalism, greeting customers promptly and providing effective solutions to their needs.
- Set and communicate ambitious yet achievable monthly goals and objectives for individual team members, providing them with the training, resources, and support they need to achieve these goals, and recognizing and rewarding their successes along the way.

BRANCH INCHARGE

- Supply Chain Management: Maintain adequate stock levels of products, including SIM cards, and optimize the supply chain to ensure timely distribution to sales staff.
- Sales and Relationship Management: Provide effective sales instruction to meet monthly targets, build strong retail relationships, and address concerns professionally to maintain customer satisfaction and loyalty.

HOBBIES

- Driving
- Swimming