

## **Curriculum Vitae**

### **ANISH SUNNY**

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#### **OBJECTIVE:**

Planning to build a long-term career in the field of **Sales Coordination, Customer Service, or Sales** with a progressive reputed and professionally managed organization to utilize my expertise to the optimum level in order to facilitate career growth.

#### **PERSONAL & PROFESSIONAL PROFILE**

- ❑ High-Impact Sales Presentations with over six years of proven sales leadership in highly competitive markets of UAE.
- ❑ Have excellent sales, customer service, and negotiation, influencing & organizing skills.
- ❑ Proficient in handling General Accounts of organizations;
- ❑ Independent, self motivated, able to take responsibilities and work well under pressure;
- ❑ Flexible team player with the demonstrated capacity to learn quickly and apply that knowledge effectively;
- ❑ Resourceful, with the ability to organize and prioritize multiple tasks;
- ❑ Provide high level customer service and customer satisfaction while attending customers.
- ❑ Excellent communication skills, able to interact with customers of different nationality and culture.

#### **ACADEMIC PROFILE**

- **BACHELOR OF commerce (BCom)**  
From Calicut University, Kerala – India 2003
- **PRE DEGREE**  
From Kerala University-India 2000

## **TECHNICAL PROFILE**

Ms-Word, Excel.

## **EMPLOYMENT HISTORY**

### **[1] ASSISTANT MANAGER & CUSTOMER SERVICE**

#### **Damas Jewelers Group (Abu Dhabi Outlet), U.A.E Dec 2004 – FEB 2017**

Damas Jewellery Group formed in 1907 with its base in United Arab Emirates today, has trade network around the world with its Outlets in the U.S.A,UK, Lebanon, Qatar, Jordan, Maldives, Bahrain, Kuwait, India, the Sultanate of Oman, and throughout all the GCC countries known for its magnificent array of internationally acclaimed jeweler and watches in Gold, Diamond and Pearl Wholesale and retail trading.

## **JOB PROFILE**

### **CUSTOMER SERVICE & SALES**

- Met and exceeded all monthly revenue and new business target by the company.
- Assisted in local sales activities to enhance and grow company's core business.
- Managed and developed a portfolio of prospects and existing customers through building a strong relationship to ensure that customers' needs are recognized and met.
- Coordinated with / assisted the Concept Manager on issues such as forth coming consignment details; merchandise planning for seasons; sales promotions etc.
- Ensured that proper merchandising & visual merchandising standards are maintained.
- Carried out Events & Promotions in the showroom and made sure that all POS materials are displayed effectively.
- Established customer agreements and ensured that pricing guidelines are always applied.
- Ensured that customers' prices are renewed on regular basis.

- Exploited all new opportunities from existing and potential customers.
- Provide quality customer service and ensure customer satisfaction while attending to their needs.
- Ensure customers receive quick response to their enquiries, concerns and issues.
- Attending Promotions and Sale-Offers conducted by the company.
- Arranging display for new items according to the company's standards. Ensure availability of products and placing orders on time.
- Achieving monthly target, prompt follows-ups, and collection of payments and conducting market survey on the product on a regular basis.
- Maintain strong clientele relationship with all customers. Designed and implemented various sales plans and programs for building the successful growth of the company.
- Oversee the clients and look after their trends on regular basis.
- Keep a check on the market trends and development.

#### **IN ACCOUNTS & ADMINISTRATION**

- Responsible for handling all basic accounting functions- preparation of Balance Sheet, Financial results for the management with schedules, payables & receivables. Coordinating distribution of invoices and classified transactions.
- Maintaining Purchase Register, Sales Register and Ledgers up to finalization and sending Weekly Reports to the concerned on due dates.
- Processing salary payment to the entire staff of the organization. Collection of data such as attendance, overtime, allowances and recoveries. Payment of advances and loans on due dates and ensure recovery of them accordingly.

#### **[2] SUPERVISOR**

**P.P. Antony Financial Services ( Dubai First Bank, Rak Bank, Mashreq Bank) 2018 Oct - 2019 Oct.**

Strategic Responsibilities:

- Supervise and manage a of collectors to ensure that the collection targets are met
- Implement collection strategy and procedures at various delinquent stages of the accounts (Bucket list and settlements)

Core Responsibilities:

- Review the collection strategy regularly and instruct the collectors to ensure that the collection techniques change in the legal and economic situation.
- Assure that good performers are rewarded.
- Review the collection reports on a daily basis and discuss the performance with the team.
- Provide important feedback on collection to credit head (representatives of particular banks)
- Ensure that the team targets are met on monthly basis.
- Negotiate with the customer wherever.

[3] **Administrator in Oswin Pipes (Since 2019 Dec)**

Responsibilities:

- Supervision of production, stock, sales, and staff.
- Make sure that the staff is following exact operational procedures.
- Strictly follow the security measures.
- Perfect maintenance of stock register.
- Ensuring the sales targets are met and communicate affectively with the sales manager.
- Ensuring proper maintenance of equipment, factory, and transportation vehicles.
- Proper follow up with accountant regarding tax, payables, and receivables.

**PERSONAL PROFILE**

Date of Birth : May 11, 1983  
Nationality : Indian  
Civil Status : Married  
Passport No: : Y7575559  
Valid Until : 2033  
Languages Known : English, Hindi, Malayalam, Arabic and Tamil

**DECLARATION**

I sincerely believe in team spirit, hard work and loyalty, I hope the particulars in the attached resume are in line of your requirements and an opportunity would be provided to prove my worth.

**ANISH SUNNY**

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