

ARUN T M

CAREER OBJECTIVE

To use my abilities in interacting with both the Purchase department of the organization and the customers to act as a good channel between the two and thus deriving maximum benefits to both.

PROFESSIONAL SKILLS

- Interested to learn and grasp new things
- Willingness to accept responsibility
- Leadership quality
- Ability to analyze consumer data to optimize sales efforts
- Ability to effectively communicate with clients and staff members

EDUCATION

- **Bachelor of Business Administration**
JPM College of arts and science
MG University – 2017
- **Higher Secondary – Commerce**
ST.Sebastians H.S.S Cheenthalar
Board of Higher Secondary Examination -2013
- **SSLC**
G.T.H.S Valacode
Board of Public Examination-2011



CONTACT



PERMENENT ADDRESS

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LANGUAGES

- **ENGLISH**
Professional Working Proficiency
- **MALAYALAM**
Native or Bilingual Proficiency
- **HINDI**
Elementary Proficiency
- **TAMIL**
Elementary Proficiency

COMPUTER SKILLS

- MS Office
- Simple Logic ERP
- SSN Logistics ERP
- POS Software navya
- Navya ERP
- Windows 11
- Adobe Photoshop & Premier Pro

EXPERIENCE

1. Manager - 06/2022 to till now

Store Manager at Navya Bakeshop

Kaloor-Eranakulam

- Handling calls, emails, and messages from customers and answering customer queries.
- Maintaining shop properly
- Staff controlling and coordinating
- Stock maintaining
- After sale customer services
- Daily reporting to regional manager
- Products date and expiry daily cross checking
- Daily home deliveries scheduling
- Petty cash mainting
- Daily cash depositing
- Solving customer complaints
- Ordering products and materials

2. Department In Charge & Sales Coordinator –

04/2019 TO 12/2021

Corporate Sales Division at Safari Hypermarket.

Doha – Qatar

- Handling calls, emails, and messages from customers and answering customer queries.
- Preparing monthly reports and submitting to top level management
- Point of contact to management, purchase team, transporation team, inventory team, receiving team, floor team and accounts team
- Delegating tasks to junior employees
- Guiding to junior employees
- Cross checking and verifying the for billing documents
- Coordinate with all department for better work
- Organize office operations and procedures
- Monitoring daily operations
- Attending meetings with senior management and buying team
- Conducting meeting with customers and suppliers

INTERESTS

- Travelling
- Photography
- Editing
- Listening Music

PERSONAL DETAILS

- Date of Birth: 05/03/1996
- Father`s name: Manoharan
- Mother`s name: Kunjumol
- Religion : Christian
- Nationality : Indian
- Passport no: P6736089

- Generating Quotations for Private Companies, Retail Intermediaries & Government Companies.
- Handling orders by phone, email and checking the orders have the correct prices, discounts, and product numbers.
- Inputting orders, ensuring they are processed according to customer requirements, and ensuring all orders are accurate and delivered on time.
- Respond to complaints from customers and give after-sales support when requested
- Store and sort financial and non-financial data in electronic form and present reports
- Handle the processing of all orders with accuracy and timelines
- Inform clients of unforeseen delays or problems
- Inventory department and purchase department coordination for fixing the pricing (retail/wholesale) and discount methods (Gift voucher/ Supplier contract/ Supplier discount)
- Generating Invoice against approved PO
- Product allocating and delivery coordination
- Developing and maintaining filing systems so as to maintain sales records, prepare reports, and provide financial information to the finance department.
- Final settlement of invoices accounts coordination

3.Field Supervisor – 07/2017 to 03/2018

SSN Logistics

Kattappana, Kerala

- Product generation for online shipping
 - Product checking and dividing to different locations
 - Undelivered product auditing
 - Daily fund collection and depositing
 - Daily return generating
 - Delivery boys coordination for delivery
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