



Vibin Narayanan Nair

Flat No. 3-I, Kailasam, Siddhi Kedar, Near Vellakinavu Temple, Thekkumbhogam,
Thripunithura – 682 301. Ernakulam Dist.

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OBJECTIVE

Seeking a challenging and rewarding relationship sales career growth in an esteemed organization to put my best possible effort to serve by utilizing my management skills, ideas & experience with an exception of achieving an excellent career growth path to reach the pinnacle of success.

SKILLS & ABILITIES:

Coordination of Admin, Operations, Marketing, Sales, After Sales, Media, Advertisement, IT Administration & Alteration Department. Flexible to handle these departments as per the job profile given by company. Excellent communication skills, Dedicated and hardworking team member, Successful in working to very tight deadlines, Flexibility and initiative through adapting to different environments

KEY DELIVERABLES: AS WEBGUIDE:

Ensure the resolution of customer complaints within time frame.

Activation and processing of Value Added Services online through software Recon

Effective Front Office Management.

Maintains good relationship with Corporate Customers as well as walk-in customers.

Direct Interaction with customers for solving their problems.

Implementation of processes & assistance in backend activities.

Escalation of complaints to the concerned department hence seeking resolution to customer issues. Ensures the resolution of complaints reaches the customer within the time frame.

Maintaining MIS Reports, Conducting Sunrise Meetings.

Achieving targets assigned, thereby increasing the customer base.

Handling walk-in Customers, Lead generation Activities.

ACHIEVEMENTS:

Administration, Operations, Sales & Marketing (Experience: 20 years):

Overseas marketing (Gulf Countries) & local marketing (property expo)
Coordination of all statutory and legal departments (non Govt and Govt)
Advertisement & Media Co-ordination, PRO to Directors
Choosing land for JV & New venture's, After Sales & Alteration Dept.
IT Administration, Support for ERP-CRM Software, Hardware & networking trouble shooting
installing new software, Support of hardware networking software.

Employer's & Job profiles

Company: - Vaid Logistics Pvt Ltd, India & UAE – July – September 2020
Post Held: - Manager – Admin & Online Sales
Nature of Duty: - Co-ordination of Office Administration and Online Sales (Africa and India)

Company: - Vedapuri Lotus Properties Pvt Ltd, Kochi – May - Nov 2019
Post Held: - Manager – Sales & Marketing
Nature of Duty: - Co-ordination of Marketing, Sale, Customer relation, Advertisement & Media Co-ordination.

Company: - Hoysala Projects Pvt Ltd, Bengaluru & Kochi – Year 2009 – 2019
Post Held: - Manager – Operations
Nature of Duty: - Power of attorney holder, Co-ordination of Marketing, Sale, Customer relation, Alteration Department, Advertisement & Media Co-ordination, Legal, Executing Project Handing Over, Liasoning with all government departments and finding new projects.

Company: - RDS Projects, Kochi - Year 2007 - 2009
Post Held: - Business Development Manager
Nature of Duty: - Overseas, Local Marketing and Customer Relation.

Company: - Mather Projects & Constructions Ltd, Kochi - Year 2003 -2007
Post Held: - Executive Officer & IT Admin
Nature of Duty: - Overseas & Local Marketing (Flat, Villas & Plots) Co-ordination of project handing over, Advertisement & Media Co-ordination, PRO to Directors, IT Administrator, Support for ERP-CRM Software,

Company: - IT Partners - Kochi - Year 1999 -2000
Post Held: - Computer Hardware Engineer
Nature of Duty: - Hardware and network support, Support for ERP-CRM Software of clients.

Educational Qualifications

Bachelor of Arts (Indian History). NSP-DE – Year 2006.
Kerala State Education Dept - SSLC – Sree Rama Varma HS, Ernakulam – Year 1993.

Technical Qualifications

VOLVO Training certified, VE commercial Vehicles Ltd, Bengaluru – Year 2022
AVTS - I.L.O, UNO & Government of INDIA. (Domestic Appliances & Maintenance) – Year 1998.
Industrial Training NCVT & Government of INDIA. (Electronic Mechanics) – Year 1997.

IT Qualifications

IT Service Management Forum ISO 20000, (ItSMF) Intertek Quality Registrar – Year 2006.
MCSA, Microsoft. (Sub: System Administrator) – Year 2004.
CCNA, Cisco System. (Sub: Network Associates) – Year 2004.
Diploma in Hardware & Network Engineering, Accel-IBM School of Computer Technology.
Chennai, Tamil Nadu – Year 2000.

Personal Details

Age & Date of Birth : 44 years - 29/04/1978
Sex : Male
Marital Status : Married
Passport No : T 4676450 (validity - 07/03/2029)
Driving License No : KL0719960004846 (Volvo Certification no. 202216B801175)
Language (write) : Malayalam, Hindi & English
Language (speak) : Malayalam, Hindi, Tamil & English
Blood Group : O+ve
Hobbies : Social works & Music
Sports : Former National player Kerala - Tennikoit
Volunteer : Civil Defense (under Kerala Fire & Rescue)

DECLARATION

I here by declare that the information furnished above is true to my knowledge and Beliefs.

Vibin Narayanan Nair