



# SANISA SAILESH

## SALES CO-ORDINATOR

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Seeking an opportunity to apply my advanced knowledge of sales and customer service and my experience with team-building and staff development.

## WORK EXPERIENCE

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### Supervisor

**FORTUNE EXPRESS GENERALTRADING LLC**

February 2022 to April 2023

- Act as the point of contact for internal and external clients
- Write and distribute email, correspondence memos, letters, and forms
- Liaise with executive and senior administrative assistants to handle requests and queries from senior managers
- Responding to client inquiries in a timely and professional manner.
- Regularly interacting with clients through telephone calls, email communications, or face-to-face meetings.

### Customer Relation Executive / Clerk

**WHITE TEXTURE INTERIORS, KOCHI**

July 2021 to November 2021

- Conducting quality assurance surveys with customers and providing feedback to the staff.
- Possessing excellent product knowledge to enhance customer support
- Monitoring the work of individual representatives and of the team

### CLERK

**PARASUVAIKAL FARMERS' CO-OPERATION SOCIETY, KERALA-INDIA**

April 2018 to 2021 June

- Maintain Filing, Database systems, and inventories.
- Communicate with clients and employees, and respond to any queries or complaints.
- Oversaw daily operations to ensure high level of customer service from all team members.

### CASHIER/ BILLING

**ROSE VETERINARY PHARMACY**

June 2017 to February 2018

- Preparing invoices and credit memos to Clients and Vendors
- Dealing with the Queries of the customers
- Managing Files and Data

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 Burjman, Dubai

## SKILLS

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- MS Word
- MS Excel
- Powerpoint
- Data Entry

## LANGUAGES

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- English
- Malayalam
- Hindi

## EDUCATION

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**Calicut University Kerala, India**

Bachelor of Commerce