

## **FASIL MUHAYUDDIN**

### **Sharjah**

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### **Objective**

To join and establish myself in a stable company where I can utilize and contribute my expertise and experience. To be a part of a company's growth and development with my work, loyalty and dedication with mutual to both parties.

### **Professional Synopsis**

- Sales and Operation Coordinator, Warehouse in charge in Lube Oil Industry.
- Purchaser in Lube Oil Industry.
- Sales in Home Appliance.
- Supervisor in Treatment Plant.
- Leading and dealing effectively with multinational environment. Organized, highly motivated and detail directed problem solver.

### **Professional Summery**

#### **1. Oman Oil Lubricants – Alliance Gulf Trading LLC – Ajman Sales, Operation Coordinator and Warehouse in charge Dec 2022 to Nov 2023**

Works closely with the sales team, operations department, and other principal companies to ensure smooth business operations and maximize customer satisfaction.

- Order Processing and Logistics:
  - Process customer orders accurately and efficiently, ensuring all relevant details are recorded.
  - Coordinate with the logistics team to ensure timely delivery of products to customers.
  - Monitor inventory levels and coordinate with the operations department to maintain optimal stock levels.
  - Track shipments and provide customers with shipment updates and documentation as needed.
  - Handle any logistics-related issues, such as transportation delays or customs clearance
- Sales Support:
  - Provide assistance to the sales team in achieving sales targets and objectives.
  - Prepare sales reports, presentations, and sales forecasts.
  - Coordinate with customers regarding orders, deliveries, and product inquiries.
  - Respond to customer queries and resolve any issues or complaints in a timely manner.
  - Assist in the preparation and submission of sales proposals and quotations.
- Relationship Management:
  - Build and maintain strong relationships with customers, ensuring excellent customer service.
  - Collaborate with internal teams to address customer needs and requirements effectively.
  - Conduct regular follow-ups with customers to ensure their satisfaction and identify opportunities for upselling or cross-selling.
  - Coordinate with key accounts and channel partners to maximize sales opportunities.
  - Identify customer trends and market insights to contribute to the development of sales strategies.

➤ **Data Analysis and Reporting:**

- Analyze sales data, market trends, and customer feedback to identify areas for improvement.
- Prepare regular reports on sales performance, market share, and other relevant metrics.
- Provide insights and recommendations to the sales and management teams based on data analysis.
- Monitor competitor activities and market dynamics to identify potential threats or opportunities.

**2. City Ride Delivery Services – Dubai  
Administrator - June 2022 to Dec 2022**

- Sending the Company Introduction through mail & social media.
- Supports company operations by maintaining office systems and supervising staff.
- Deal with Quotation by Phone, Email and Face to Face.
- Preparing pay roll, controlling correspondence, designing Filing systems.
- Reviewing and approving supply requisitions, and assigning and monitoring clerical functions.
- Coordinating Bike Riders for Routine Works.
- Direct Coordination with the Customers.
- Accounts Entry and Making Invoices Using Zoho Books.

**3. Marketing Coordinator – Work from Home  
Globe Connect Trading – Dubai – Sept 2019 to March 2020  
Saudi Technology Lube Oil Plant – Dubai - Oct 2018 to March 2019**

- Handling Marketing Coordinator work from India.
- Search & Collecting the customer details through Google & Social Medias.
- Sending the Company & Product Introduction through Mail, WhatsApp, LinkedIn & Facebook.
- Calling the customer through WhatsApp, Imo & Skype.
- Generating the inquiries from the customers.
- Forwarding customer inquiries to the GM – Dubai

**4. Future Oil and Grease Industry FZ Llc: -Ras Al Khaima  
Purchaser – March 2016 to Aug 2017**

- Receiving the Performa Invoice from the Sales Executives.
- Preparing purchase inquiry as per the PI and sending to suppliers.
- Price negotiation after receiving the quotation with suppliers.
- Preparing purchase order and sending to the suppliers.
- Purchasing Base Oil as per the production requirement.
- Purchasing Raw Materials as per the Chemist requirement (Chemical, Additives, Dyes and Perfumes etc.)
- Purchasing packing materials as per the PI (Label, Carton, Can and Drum).
- Purchasing ensures timely delivery of materials from vendors and tracks purchase orders.
- Work alongside the receiving department and the accounts payable department to ensure that promised deliveries were received in full and are being paid on time.
- Coordinating with suppliers for the artwork design and sending to the sales team for the artwork approval.
- Sending oil samples and documents through Courier and tracking the delivery.
- Handling the reception telephone and diverting to the team members.

**5. Emirates Lube Oil Co. Ltd: - Sharjah  
Sales Coordinator (Local Sales Department) – June 2008 to Aug 2013**

- Acted as a Sales Coordinator in ELCO Locals Sales Department.
- Receiving the Local Purchase Orders (LPO), Enquiries from the customers and the team members.

- Entering sales orders in the system by using Microsoft Great Plains Dynamics (ERP). Preparing quotations as per the Enquiries.
- Support sales team by passing the needful information, regarding the pending orders, payment issues, enquiries etc.
- Delivery coordination with accounts and operation department. Coordination between sales departments of all our branches in UAE. Coordinating deliveries effectively in different sites all over UAE. Prepare daily sales report and submit to the Sales manager.
- Prepare bulk contracts, purchase requests as per the Sales Manager instruction. Following up payments and outstanding as per the statement of accounts.
- Invoices segregations, internal distribution and filing.
- Handling the Customers during the absence of Sales Manager & Executives.
- Making sales records and other related documentation.

**6. Seven Star Home Appliance: - Kerala  
Salesman – Jan 2014 to Dec 2018 Period**

- Managing the sales related activity of the company. Welcome the Customers & identify their needs.
- Explain the various products, brands & there features.
- Entering the Sales Orders, making invoice, collecting payment. Delivery Follow up.
- Receiving the sales queries via phone

**7. Oil and Natural Gas Corporation Limited (ONGC): - Andhra Pradesh  
Effluent Treatment Plant (ETP) Supervisor -Dec 2005 to May 2007**

- Supervising the plant operation.
- Independent handling of the plant 500 cu mtr / day Separation of water-oil-sludge from the effluent Measuring the oil dip from the water.
- Handling motors and pumps Handling of chemical preparation
- Calculation of daily treated water and oil

**Education**

- Diploma in Petrochemical Engineering  
Nandha Polytechnic College - Board of Technical Education and Training, Tamilnadu – India
- SAP® Business One Professional (SAP B1) (Logistics, Banking & Financial, Implementation & Support) SSI NET Technologies (SAP u-Academy) – Kerala – India
- Pre Degree – Commerce - Calicut University, Kerala – India
- Secondary School (S.S.L.C) - Kerala Board of examinations – India

**Languages Known**

- English (To speak, write, read)
- Hindi (To speak, write, read)
- Tamil (To speak)
- Malayalam (To speak, write. read)

**Personal details**

Father's Name : Muhayuddin  
 Date of Birth : 28-12-1983  
 Sex : Male  
 Nationality : Indian

Religion : Islam  
Marital Status : Married  
Passport No : N2369108  
Visa Status : Visit Visa  
Visa Expiry : 20/03/2024

I hereby declare that all the above particulars are true and correct to the best of my knowledge belief. If any of them found to be false, I am liable to be disqualified.

**FASIL MUHAYUDDIN**