

# UMARUL FAROOK PK

## CUSTOMER SERVICE EXECUTIVE



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📍 United Arab Emirates 📅 30/08/1996

🇮🇳 Kerala, India 🚗 UAE DRIVING LICENCE

📄 P7460618

### 👤 PROFILE

**SALES CUM DRIVER/CUSTOMER SERVICE** Dynamic and Strategic sales with 6 years of experience in the B2B with multiple GCC experiences. Expert in driving revenue growth, forging strategic partnerships, and developing innovative solutions. Skilled in identifying market opportunities, executing strategic plans, and fostering long-term client relationships. Proven ability to lead cross functional teams, negotiate high-value contracts, and expand market presence through targeted marketing and sales strategies. Strong analytical skills, exceptional communication, and a track record of exceeding sales targets and business objectives within the education sector.

### 🧠 EXPERTISE

B2C Sales and B2B Marketing's

Business Development and Expansion

Team Leadership and Strategic Partnerships

Customer relationship management

Strategy and Marketing Activities

Ms office and CRM Knowledge

Organizing and negotiation

### 🌐 LANGUAGES

ENGLISH ● ● ● ● ●

HINDI ● ● ● ● ●

MALAYALAM ● ● ● ● ●

TAMIL ● ● ● ● ●

### 📁 PROFESSIONAL EXPERIENCE

#### ROADS AND TRANSPORT AUTHORITY

LIGHT DUTY DRIVER

07/2023 – present | DUBAI, UAE

- Picks up passengers at prearranged locations
- Assists passengers with entering and exiting vehicles and assists with any luggage
- Communicating with the dispatcher, adapting to traffic condition, and solving customer complaints
- Transport passengers between locations in safety conditions
- Submitting daily collection to the head office

#### SRS ASSOCIATES (AXIS BANK)

CUSTOMER SERVICE CUM DEBT COLLECTOR

08/2020 – 09/2022 | KOCHI, INDIA

- Achieving the monthly Target and maintain the positive business and customer relationships.
- Identify prospective customers, will prepare the lead generation.
- Ensure timely and adequate response with zero escalation
- Resolving the customer documentation issues and internal errors.

#### AL ZAIN MINARAL WATER WHOLESALE AND RETAIL

SALES CUM DRIVER

09/2018 – 07/2020 | JEDDAH, SAUDI ARABIA

- Get the order from the listed companies and sell the product to the new outlets and collecting money based on the selling.
- Responsible for overseeing daily operations in the sales department.
- Prove that your products are better than those offered by competitors.

### 🎓 EDUCATION

#### BACHELOR OF COMMERCE

AJK COLLEGE OF ART'S AND SCIENCE

COIMBATORE, TAMILNADU

#### HIGHER SECONDARY

P.M.G.H.S.S

Palakkad, India

#### SSLC

P.M.G.H.S.S

Palakkad, India

### 🔑 INTERESTS

#### INTERESTS

- Travelling and Exploring
- social media articles
- content creating