

# N.K. Vaidyan

## Senior Sales Executive

Kollam, Kerala, India, +91 9072767885, xnrzone@gmail.com

## Summary

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Seasoned Senior Sales Professional with 12+ years of GCC experience, adept in both B2B and B2C realms. Proficient in International Logistics and Customer Service. Seeking opportunities to introduce innovative strategies to foster team motivation and enhance customer engagement.

## Experience

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### **NEC General Trading LLC** | Dubai, U.A.E | *Senior Sales Representative* | 2012 - 2024

- Garnered 12 years of comprehensive experience in Sales, Customer Service, and International Logistics.
- Specialized in Business-to-Business (B2B) and Business-to-Customer (B2C) sales, focusing on Machinery and Equipment, serving clients globally and domestically.
- Established a notable presence in the oil and gas sector, supplying goods and services to this industry, enriching expertise and understanding in this field.
- Extensively traveled, nurturing business ties and cultivating a diverse clientele spanning over 18 countries.

### **Phykon International Pvt. LTD** | Trivandrum, Kerala | *Customer Service Representative* | 2010 - 2012

- Provided exceptional customer service to UK customers seeking insurance products.
- Assisted customers in selecting appropriate insurance plans and answered inquiries regarding coverage, premiums, and claims.
- Demonstrated strong product knowledge and communication skills to effectively convey the benefits of various insurance options.
- Handled customer complaints and inquiries promptly and professionally, ensuring customer satisfaction and retention.

## **Skills**

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Sales Management, Logistics Management, Customer Service, SAP ERP, Microsoft Office, Multilingual

## **Education**

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Kerala University | Kollam, Kerala. Bachelor of Commerce | 04/2010

## **Languages**

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English (Native), Arabic (Speaker), French (Speaker)