

Adrain Dhinakaran Fernandes

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Executive Profile

Dynamic and results-oriented professional with nearly 10 years of experience in Sales & Marketing, Customer Service, Client Relationship Management, and Business Development. Proven ability to serve as a single point of contact for stakeholders, ensuring effective communication and problem resolution. Specialized in managing key accounts, driving business growth through strategic sales initiatives, and delivering exceptional customer service.

Professional Experience

Regus Al-Jaidah Business Center LLC (IWG), Doha- Qatar

Community Associate (Sales) | April 2018- Till Date

- Developed and nurtured business relationships with potential and existing clients, effectively promoting products and services.
- Conducted sales presentations and demonstrations to highlight product benefits and value propositions.
- Managed customer profiles and maintained accurate records in CRM systems.
- Collaborated with sales teams to implement effective strategies, consistently achieving monthly and annual sales targets.
- Monitored industry trends and competitor activities to identify business growth opportunities.
- Provided exceptional customer service by promptly addressing inquiries and concerns.

Damro Furniture Pvt Ltd, Mangalore-India

Store Manager | August 2013 – January 2018

- Oversaw showroom management, encompassing sales, marketing, business development, and client relations.
- Managed operational requirements such as inventory control, scheduling, and staff management.
- Motivated and led teams to achieve monthly sales goals, ensuring store profitability.
- Conducted competitor analysis to track market trends and optimize market share.
- Enhanced customer satisfaction through advisory services and product awareness initiatives.
- Prepared business plans, monitored financial transactions, and documented reports on stock and performance metrics

Education

- Bachelor of Commerce (B.Com)

Mangalore University, India | June 2013

- Higher Secondary (PUC)

Department of Pre-University Education, Karnataka, India | June 2010

- Karnataka Secondary Education Board (SSLC)

Karnataka Secondary Education Board, India | May 2008

Technical Skills

- **CRM Software:** IWG Sales Hub & Team Hub (Business applications)
- **Microsoft Office Suite:** Excel, Word, PowerPoint
- **ERP Software:** Tally ERP
- **Other Skills:** Data entry, social media marketing, and online research

Core Competencies

- Sales & Marketing.
- New Business Development.
- Client Relationship Management.
- Customer Service Excellence.
- Strategic Planning & Execution.
- Team Leadership & Motivation
- Retail Store Operations
- Inventory & Stock Management
- Financial Management & Reporting
- Cross-functional Collaboration

Language:

English, Hindi, Kannada, Tulu, Konkani

Personal Details

Date of Birth: 12/07/1992

Gender : Male

Visa Status: QID (Transferrable)

DECLARATION

I hereby declare that the information provided above is true to the best of my knowledge and belief.

Place: Doha - Qatar

ADRAIN FERNANDES