

Arif Kaivelikkal



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Summary

To build a successful career by working in a promising, creative and challenging environment where I can apply my knowledge and experience to the best of my ability, thus contributing towards organizational goals and the progress of the organization, along with personal development.

Experiences

Computer Application

[Albany Archeological Library](#)

Dubai - UAE

June 2010 / July 2018

- Installing and configuring computer hardware, software, systems, networks, printers and scanners
- Monitoring and maintaining computer systems and networks
- Responding in a timely manner to service issues and requests
- Providing technical support across the company (this may be in person or over the phone)
- Setting up accounts for new users
- Repairing and replacing equipment as necessary
- Possibly training more junior staff members

Sales Coordinator

[Snoonu Trading And Service Company \(Qatar\)](#)

Qatar

August 2019 / September 2022

Helping the sales team to improve their productivity by contacting customers to arrange appointments and ensuring all Sales Representatives have high-quality, up-to-date support material.

- Handling urgent calls, emails, and messages when sales representatives are unavailable, answering customer queries, informing them of delays, arranging delivery dates, and scheduling marketing events.
- Handling orders by phone, email, or mail and checking the orders have the correct prices, discounts, and product numbers.
- Inputting orders, ensuring they are processed according to customer requirements, and ensuring all orders are accurate and delivered on time.
- Collaborating with other departments to ensure sales, marketing, queries, and deliveries are handled efficiently.
- Developing and maintaining filing systems so as to maintain sales records, prepare reports, and provide financial information to the finance department.

- Hiring and training sales staff and ensuring staff meets their quotas and goals. · Managing budgets for expenses like bonuses, marketing, and travel.
- Making the company's products and services as attractive to potential customers as possible.

Driver Cum Messenger

[OTIS Elevator](#)

[Qatar](#)

[October 2022 / July 2023](#)

Deliver Messages and items, documents, and packages between establishment department and to other establishments and private homes. Check with home olces after completed delivery to confirm deliveries and collections and to receive instructions for other deliveries.

Education

BCA (Bachelor of Computer Application)

Calicut University, Kerala-India

India

2008

MCP (Microsoft Certificate Professional)

MCSA (Microsoft CertificateSystemAdministrator)

Skills

Good team development and leadership skills. Computer literacy. Good administrative, organizational, and problem-solving skills. Excellent communication, sales, and customer service skills. The ability to multitask, work in a fast-paced environment, and meet deadlines. Current knowledge of industry trends and regulations.

Technical and Professional Skills:

MS Office, MS Excel , Photoshop

Experse in the usage of MS office tools namely word, MS- Excel, Power point, Ms Access

Have Expertise in using search engine tools and Internet.

PERSONAL INFORMATION

Gender : Male

Nationality : Indian

Religion : Islam

Marital Status : Married

Languages Known : English, Arabic, Hindi and Malayalam

Passport No : S0855272

Visa status : Work Visa

Driving License : Qatar Driving License

I hereby declare that the information mentioned above is true to the best of my knowledge and if I get an opportunity, I will work sincerely for the progress of your esteemed organization.

ARIF KAIVELIKKAL