

# HISHAM THALANCHERI CHERUTHARAYIL

## CUSTOMER SERVICE AND SALES PROFESSIONAL

Doha, Qatar | [hishamzyan@gmail.com](mailto:hishamzyan@gmail.com) | +974 6603 7514

### SUMMARY

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Dedicated and results-driven professional with experience in customer service and sales across diverse sectors, including retail and event support. Proficient in MS Office and SAP, with advanced skills in MS Excel. A Mechanical Engineer with a strong ability to work under pressure and a commitment to contributing to team success. Fluent in multiple languages, including Arabic and English, and known for being hardworking and trustworthy. Seeking to leverage my skills and experience in a progressive organization to drive growth and achieve mutual success.

### CORE COMPETENCIES

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- Customer Service Excellence
- Sales and Marketing Strategies
- Team Collaboration and Leadership
- Problem Solving and Decision Making
- Time Management and Organization
- Adaptability and Resilience

### WORK EXPERIENCE

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#### SALES EXECUTIVE

Jun 2024 – Present

*Sporto factory | Doha, Qatar*

- Identify and pursue new sales opportunities through networking and cold calling.
- Develop and maintain strong relationships with clients to understand their needs.
- Achieve and exceed monthly sales targets while ensuring high customer satisfaction.

#### CREDIT SALES EXECUTIVE

Jan 2023 – May 2024

*Arabian Supplies W.L.L | Doha, Qatar*

- Manage customer accounts and oversee credit sales processes.
- Develop and maintain strong relationships with clients to ensure repeat business.
- Conduct market research to identify new sales opportunities and customer needs.

#### FIFA EVENT SUPPORT (CEA)

Sep 2022 – Dec 2022

*RKH Metro Qatar | Doha, Qatar*

- Provided on-site support during FIFA events, ensuring smooth operations.
- Assisted in coordinating logistics and managing event-related inquiries.
- Collaborated with team members to enhance customer experience during events.

#### SUPERVISING AND CUSTOMER SERVICE

Oct 2018 – Dec 2021

*Lulu Group LLC | Doha, Qatar*

- Supervised daily store operations and managed a team of customer service representatives.
- Addressed customer inquiries and resolved complaints effectively.
- Implemented sales strategies that increased customer satisfaction and sales performance.

#### CUSTOMER SERVICE & SALES

Feb 2017 – Aug 2018

*Nesto Group LLC | Sharjah, UAE*

- Assisted customers with product selection and provided detailed product information.
- Processed sales transactions and managed cash handling procedures.
- Contributed to team sales targets through proactive customer engagement.

## SOFTWARE EXPOSURE

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- Microsoft Office Suite
- SAP
- Good Typing Skill

## EDUCATION

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Mechanical Engineering

National Certificate of Vocational Training, India | 2015

Higher Secondary School Education

Board of Higher Secondary Education, India | 2014

SSLC

Board of Public Secondary Education, India | 2009

## PERSONAL DETAILS

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| Nationality:     | Indian                                    |
| Marital Status:  | Married                                   |
| Driving License: | Light Vehicle                             |
| Visa Status:     | Employment Visa (Transferable)            |
| Languages known: | English, Arabic, Hindi, Tamil & Malayalam |