

ANEES PUTHIYA PURAYIL

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PROFESSIONAL SUMMARY

Highly dedicated and results-driven professional with extensive experience in sales, account management, and customer service within the telecommunications, IT solutions, and fresh produce industries. Proven ability to drive productivity, foster long-term client relationships, and lead teams to exceed sales targets. Adept at strategic communication, problem-solving, and ensuring first-class customer satisfaction. Eager to leverage a proactive approach and strong interpersonal skills in a challenging new opportunity.

WORK EXPERIENCE

Key Account Manager | OOREDOO Qatar (Sinwan Trading) | September 2019 – Present.

- Manage comprehensive sales operations for telecommunications services within an assigned region.
- Cultivates and expands a robust portfolio of client accounts, ensuring long-term business relationships.
- Leads and mentors a high-performing team, consistently achieving and surpassing sales targets.
- Facilitates seamless communication between clients and internal departments to strengthen partnerships.
- Negotiates and finalizes contracts and service terms, aligning with strategic company objectives.
- Delivers timely and effective solutions to client issues, significantly contributing to high retention rates.
- Analyzes client usage data to identify patterns and capitalize on upselling and cross-selling opportunities.
- Ensures exceptional customer satisfaction through proactive engagement and prompt issue resolution.

Senior Sales Executive | Kibsons International L.L.C Dubai, U.A.E. | December 2013 – December 2017

- Drove increased sales, with a specific focus on optimizing the movement of slow-moving produce.
- Guided and developed a sales team, consistently enabling them to meet and exceed sales objectives.
- Established and maintained strong client relationships, streamlining communication with internal departments.
- Expanded customer base by successfully acquiring new client's monthly basis.
- Conducted thorough analysis and generated reports on competitors' activities and pricing strategies.
- Coordinated procurement of local fruits and vegetables for key accounts and managed pre-orders with the procurement department.

Key Account Executive - LG, OLYMPUS, HUAWEI | Al Sayegh Brothers Imaging Dubai, U.A.E. | June 2009 – November 2013

- Managed a diverse portfolio of client accounts, fostering and sustaining long-term business relationships.
- Mentored and led a team to consistently achieve and surpass assigned sales targets.
- Developed strong client relationships and effectively managed communication flow between clients and internal teams.

- Provided comprehensive post-sales guidance and support to customers, ensuring effective issue resolution.
- Generated detailed reports on competitor activities and pricing to inform strategic decisions.
- Ensured high levels of retailer satisfaction through the delivery of exceptional service.
- Conducted daily outlet visits to monitor stock availability and optimize inventory.

Customer Service In-charge - CANON | National Store LLC Dubai, U.A.E. | June 2002 – March 2009

- Performed sales duties and managed showroom operations, ensuring optimal customer experience.
- Initiated customer contact effectively introduced company products and successfully closed sales.
- Supervised the service center, providing technical support to customers via phone and email.
- Oversaw operations for all collection centers across the UAE.

EDUCATION

- **Bachelor of Commerce (B.Com.)** | Calicut University, Kerala, India
- **Higher Secondary School** | Gulf Model School, Dubai, UAE
- **Computer Application Diploma** | Sharjah Computer Institute

ACHIEVEMENTS

- Recognized with multiple awards in indoor and outdoor games.
- Awarded several certificates for successful completion of product training programs.

SKILLS

- **Sales & Account Management:** Key Account Management, Sales Operations, Client Relationship Management, Negotiation, Upselling, Cross-selling, Target Achievement, Market Analysis, Competitor Analysis.
- **Customer Service:** Customer Satisfaction, Issue Resolution, Post-Sales Support, Communication (Phone, Email), Service Center Supervision.
- **Leadership & Teamwork:** Team Leadership, Mentoring, Collaborative Work, Interpersonal Communication.
- **Technical & Software:** Microsoft Office Suite, Computer Literate.
- **Personal Attributes:** Problem-Solving, Patience, Focus Under Pressure, Proactive, Enthusiastic, Adaptable.

PERSONAL PROFILE

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| • Nationality | Indian |
| • Date of birth | May 06, 1981 |
| • Marital status | Married |
| • Language known | English, Hindi, Malayalam (Native), Tamil & Brief Arabic |
| • Driving License | Qatar, UAE & India |
| • Visa | Residential |

REFERENCE

Available on request