

Adrain Dhinakaran Fernandes

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Executive – Client Relationship Management/ Sales

Dynamic and result-driven professional with over **10 years of experience** in **Sales & Marketing, Client Relationship Management, Customer Service, and Business Development** across diverse industries in **Qatar and India**. Skilled in managing key client accounts, identifying business opportunities, and delivering tailored solutions that boost customer satisfaction and retention. Proven track record in achieving sales targets, streamlining operations, and leading cross-functional teams to excellence.

Experience Synopsis:

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

Community Associate (Sales)

Duration: April 2018- Till Date

Key Responsibilities:

- Cultivated strong business relationships with a portfolio of B2B clients, offering tailored workspace solutions.
- Delivered impactful sales presentations and product demonstrations to prospective clients, increasing closure rates.
- Managed client records, inquiries, and renewals efficiently using **Team Hub CRM (Microsoft Azure)**.
- Partnered with the Sales team to meet and exceed monthly and annual sales quotas.
- Ensured high customer satisfaction by promptly resolving service issues and maintaining continuous engagement.
- Monitored competitor offerings and market trends to adapt and refine sales strategies

Key Achievement:

- ✓ Consistently met or exceeded monthly sales targets for five consecutive years.

Experience Synopsis:

Damro Furniture Pvt Ltd, Mangalore-India

Store Manager

August 2013 – January 2018

Key Responsibilities:

- Directed daily store operations, overseeing sales, marketing campaigns, team performance, and inventory control.
- Motivated and supervised a team of 10+ sales staff, driving productivity and customer-centric practices.
- Conducted in-depth market and competitor analysis to boost footfall and customer conversion rates.
- Streamlined financial reporting and stock tracking, reducing discrepancies and improving accuracy.
- Provided advisory services to customers, enhancing product awareness and improving customer satisfaction.
- Delivered superior customer experiences, increasing repeat business and word-of-mouth referrals.

Key Achievement:

- ✓ Achieved over 110% of monthly sales targets in high-demand seasons through upselling and personalized client engagement.

Educational Synopsis:

- **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.

Computer Education

- **CRM Tools:** Team Hub (Microsoft Azure), Salesforce (Basic Knowledge)
- **Accounting Software:** Tally ERP9, I Travel
- **Office Tools:** Microsoft Excel, Word, PowerPoint
- **Others:** Online Research, Social Media, Windows OS

Core Competencies

- Client Relationship Management
- Sales & Business Development
- Customer Service Excellence
- Retail & B2B Operations
- Strategic Planning & Execution
- Team Leadership & Motivation
- Retail Store Operations
- Inventory & Stock Management
- Financial Management & Reporting
- Cross-functional Collaboration

References

- Available upon request.

Personal Profile :

Name : Adrain Dhinakaran Fernandes
Date of Birth : 12/07/1992
Gender : Male
Religion : Christianity
Visa Status : QID (Transferrable)
Languages Known : English, Hindi, Kannada, Tulu and Konkani.

DECLARATION

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

Place: Doha - Qatar

ADRAIN FERNANDES