

MUHAMMED ASHIK

Sales & Marketing Manager | Customer Service Executive

Dubai, UAE

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CAREER OBJECTIVE

A motivated and results-driven sales & marketing manager with a proven track record of exceeding sales targets and expanding customer services. Proven ability to lead, motivate and mentor sales teams to achieve exceptional results. Strong communication and negotiation skills, with the ability to build relation with clients and stakeholders.

WORK EXPERIENCE

Sales Manager

Nov 2022 - Oct 2024

Xcite Electronics Alghanim Group, Kuwait.

- Managed and mentored a sales team, ensuring achievement of targets and fostering professional development.
- Developed strategic sales plans aligned with market conditions and company objectives.
- Built and maintained strong client relationships, ensuring high levels of customer satisfaction and repeat business.
- Conducted market research and analysis to identify opportunities and optimize product positioning.
- Reported sales forecasts and performance metrics to senior management for informed decision-making.

Marketing Manager

Dec 2021 - Nov 2022

Famous International FMCG LLC, Kuwait

- Led the development and execution of marketing strategies to increase brand visibility and customer acquisition.
- Managed the marketing team, overseeing campaign creation and coordination with cross-functional departments.
- Developed and implemented successful marketing initiatives across digital, print, and social media platforms.
- Conducted market research to identify new opportunities and optimize marketing efforts.
- Coordinated with external vendors, creative agencies, and media outlets to ensure successful execution of marketing campaigns.

Customer Service Executive

Feb 2021 - Nov 2021

SquareYards Real Estate Co. Dubai, UAE

- Handled customer inquiries via phone, email, or live chat in a professional and timely manner.
- Provided information about products, services, and company policies to assist customers.
- Resolved customer complaints and issues by identifying the root cause and offering appropriate solutions.
- Collaborated with team members to meet performance targets and improve service quality.
- Managed multiple tasks and prioritize effectively in a fast-paced environment.

Spoken English Trainer

Jun 2019 - Jan 2021

Sole (School of Language Expert), Bangalore, India.

- Conducted interactive spoken English classes for students of different proficiency levels, from beginners to advanced learners.
- Developed customized lesson plans focused on improving speaking, listening, and conversational skills.
- Utilized a variety of teaching methods including role plays, group discussions, and language games to make learning engaging.
- Provided individual coaching and feedback to help students improve pronunciation, fluency, and confidence.
- Prepared students for English proficiency exams (e.g., IELTS, TOEFL) by focusing on speaking sections.

LICENSE

Valid Driving license Issued by UAE & Kuwait

EDUCATION & CERTIFICATION

Bachelor of Business Administration

Business & Finance

Rabindranath Tagore University, India.

Graduated in Science Stream

Higher Secondary Education

Kerala State Education Board

TECHNICAL SKILLS

- MS Office
- Tally ERP
- Data Analytics & Reporting
- E-commerce Platforms
- CRM Software
- Digital Marketing
- Fast Typing
- SEO & SEM

SKILLS

- Leadership and Team Management
- Sales Strategy Development
- Negotiation
- Customer Relationship
- Communication
- Time Management
- Organization
- Problem-Solving
- Teamwork
- Adaptability
- Goal-Oriented
- Digital Marketing

PERSONAL INFO

- Date Of Birth : 06/06/1997
- Nationality : Indian
- Marital Status : Married
- Passport No : P9880916
- Visa Status : Valid Visa
- Languages : English, Arabic, Hindi, Malayalam

DECLARATION

I hereby declare that the above statements are true and correct as best of my knowledge and belief, I hope that above written will suit to your requirement.