



# SABARENATH MAK

## RELATIONSHIP MANAGER

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### Address

MBZ, ABUDHABI, U.A.E

### Phone

0562824566

### Email

sabarenathmk@gmail.com

VALID U.A.E DRIVING  
LICENSE

## Additional Skills

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- Computer skills
- work under pressure
- Astute problem solver
- Risk assessment
- Customer retention
- Agile methodologies
- Business development

## Professional Summary

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Highly-skilled Relationship Manager supporting viable customer solutions for high-performing business operations. Dedicated to exceeding business objectives through planned action to consistently meet market strategy. Astute Business Analyst, with extensive experience improving operational performance through targeted technical solution strategy and development. Skilled in electro-mechanical and facility management, continually innovating technical processes to meet future functionality demands.

## Work Experience

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JAN 2020 - PRESENT

### **AFAQ A/C & ELECTRICAL FITTING MAINT. LLC** RELATIONSHIP MANAGER

- Evaluated business and risk performance objectives, resolving discrepancies for swift correction and resolution.
- Effectively resolved complaints through services, producing mutually beneficial, fair customer outcomes.
- Implemented marketing strategies which resulted in 12% growth of customer base.
- Supported OPERATIONS in improving operations and resolving issues to deliver top-notch customer service.

SEP 2013 - OCT 2019

### **AL SABEEL GROUP OF COMPANIES, ABUDHABI, U.A.E** CLIENTS & SERVICE MANAGER

- Worked directly with OPERATIONS, WORKSHOP, CUSTOMER RELATIONS, PROCUREMENT, SALES to achieve TARGETS & CUSTOMER SATISFACTION.
- Researched and updated all required materials needed for firm and partners.
- Responsible for creative design for prominent SALES outcome.
- Delivered an exceptional level of service to each customer by listening to concerns and answering questions.

JAN 2013 - SEP 2013

### **HONDA- EVM MOTORS, TRIVANDRUM, INDIA** BRANCH MANAGER

- Assessed employee performance and developed improvement plans.
- Mentored staff to increase sales success and productivity.
- Recruited and hired new branch employees.
- Motivated staff to exceed quotas on a regular basis.
- Developed standard operating procedures.

JAN 2012 - JAN 2013

### **HONDA- CHANDRA MOTORS, COIMBATORE, INDIA** ASST. SERVICE MANAGER

- Researched and updated all required materials needed for firm and partners.

- Supported Chief Operating Officer with daily operational functions.
- Delivered an exceptional level of service to each customer by listening to concerns and answering questions.
- Developed new process for employee evaluation which resulted in marked performance improvements.

FEB 2010 - SEP 2011

**SEDAL PLASTIC FACTORY, RIYADH, K.S.A**

OFFICE SECRETARY

- Generated shipment invoices, prepared packages and set up courier deliveries for customers.
- Set travel arrangements and gathered documents for management and executive staff meetings and trips.
- Met incoming customers and provided friendly, knowledgeable assistance.
- Turned dictation into complete letters, memoranda and emails.
- Managed clerical needs of company employees, including copying, faxing and file management.
- Drafted and corrected professional business letters, internal memoranda and less formal email communication.

AUG 2009 - FEB 2010

**CGS, RIYADH, K.S.A**

ASST. SITE SUPERVISOR

- Assisted various business groups with document organization and dissemination during acquisitions.
- Managed team of 50 employees, overseeing the hiring, training, and professional growth of employees.
- Analyzed departmental documents for appropriate distribution and filing.
- Researched and updated all required materials needed for firm and partners.

FEB 2007 - JUL 2009

**HONDA- EVM MOTORS, TRIVANDRUM, INDIA**

WARRANTY SUPERVISOR

- Researched and updated all required materials needed for firm and partners.
- Monitored multiple databases to keep track of all company inventory.
- Supported Chief Operating Officer with daily operational functions.
- Delivered an exceptional level of service to each customer by listening to concerns and answering questions.
- Analyzed departmental documents for appropriate distribution and filing.

**Education**

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2006 -2007

**M.G. COLLEGE, TRIVANDRUM, INDIA**  
DIPLOMA IN COMPUTER APPLICATIONS

2006 - 2007

**EVM MOTORS - HONDA, TRIVANDRUM INDIA**  
DIPLOMA IN AUTOMOBILE ENGINEERING

2004 - 2006

**SALVATION ARMY HSS, TRIVANDRUM INDIA**  
HIGHER SECONDARY SCHOOL (PLUS TWO)

2004

**ST, MARY'S HSS, TRIVANDRUM INDIA**  
SSLC, HIGH SCHOOL

## Languages

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ENGLISH	— C1
ARABIC	— B1
HINDI	— C1
MALAYALAM	— C2

## References

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MR. JOSEPH ALEX  
SERVICE MANAGER  
CGS, RIYADH  
SAUDI ARABIA  
MOB: 00966-595600680

☒ MR. KRISHNAKUMAR  
SERVICE MANAGER  
EVM HONDA  
TVM, KERALA  
INDIA  
MOB: 0091-9895060604

☒ MR. MOIDUNNI PALLIPURATH  
ADMINISTRATION MANAGER  
SEDAL PLASTIC FACTORY  
RIYADH, SAUDI ARABIA  
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☒ MR. HARIKRISHNAN  
SERVICE MANAGER  
CHANDRA HONDA  
COIMBATORE, TAMIL NADU  
INDIA

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☐ MR. RASHEED PONNILATH  
CHIEF OPERATIONS MANAGER  
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