

# Faisal Valiyakath

**Customer Service Representative / Logistics Coordinator**

Contact Details

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## AREAS OF EXPERTISE

**Team management**

**WMS**

**Communication**

**Storekeeping**

*LinkedIn profile*

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## ACADEMIC QUALIFICATIONS

Master's in Business Administration  
ICFAI University, Bangalore

## PERSONAL SUMMARY

Highly stimulated and enthusiastic individual with more than 5 years of experience working in operations. Hands-on experience in managing and tracking shipments and providing customers with accurate details. A team-player who provides exceptional service to the customers, able to diplomatically interact with multicultural environment, flexible, detail-oriented and self-motivated individual who is looking for a challenging role.

Currently looking for a suitable position that offers variety and also opportunities to develop both personally and professionally.

## CORE SKILLS AND COMPETENCIES

Flexibility, Adaptability, Managing Multiple Priorities, Problem-Solving, Proactive, Ownership, Accountability, Responsibility, Teamwork, Consistency, Professionalism, Integrity, Dependability, Effective communication.

## WORK EXPERIENCE

Organization: **Dubai Health Authority - (Al Warsan Covid Centre)**

Designation: Storekeeper

Duration: June 2020 – Till Date



Organization: **Deal Distribution International FZE - (Jebel Ali Free Zone)**

Designation: Customer Service Representative

Duration: April 2014 – January 2020

Customers: **Beiersdorf Middle East (Nivea), Clarins Middle East, Carrefour**



## ACHIEVEMENTS

- Reduced cost of transportation by truck optimization.
- Maintained KPI's.
- Developed good relation by constant communication with the customers.

Organization: **Berger Paints India Ltd, Kerala, India**

Designation: Senior Sales Officer

Duration: May 2010 – January 2014



## ACHIEVEMENTS

- Appointed dealers by making them understand the benefits given
- Recognized as Salesman of the Month several times.
- Understood customer satisfaction by conducting customer schemes

Organization: **Sumangaly Jewellery, Kerala, India**

Designation: Marketing Manager

Duration: April 2005 – July 2007

## KEY TASKS HANDLED ACROSS THE TENURES



### **Job Profile (Dubai Health Authority)**

- Maintain receipts, records, and withdrawals of the stockroom.
- Receive, unload, and shelve supplies.
- Issue goods as and when the requests are received.
- Inspect deliveries for damage or discrepancies; report those to accounting for reimbursements and record keeping
- Checks materials and supplies and reports when stock is low.
- Ensure adequate record keeping and manage all documentation to confirm proper stock levels and maintain inventory control



### **Job Profile (Deal Distribution International FZE)**

#### **Beiersdorf Middle East (Nivea), Clarins Middle East (Inbound)**

- Process Customers request.
- Handle Customer Service.
- Liaison with the Shipping Line / Freight forwarder for shipment arrival details and communicating the same with the customers.
- Update the records in EXCEED (Warehouse Management System)
- Ensure all the documents for customs purposes are prepared for timely clearance.
- Coordination with the transport department for collecting the shipments from ports (seaport & airport) and with Warehouse for timely offloading & receiving the inbound shipments.
- Send the Goods Receipt Summary reports to customers within the stipulated time.
- Report on the Damage, Shortage & Excess found to the customers while receiving the shipment with relevant photos and signed reports.

#### **Beiersdorf Middle East (Nivea), Clarins Middle East (Outbound)**

- Process shipment orders received from the customer and advise them if there is any discrepancy.
- Ensure the shipments are moved on time to the respective consignee.
- Truck Optimization.
- Coordination with the Warehouse for picking & packing for the outbound shipments according to the customer requirements
- Liaison with outside forwarders for the shipments (outbound).
- Liaison with different government entities (Dubai Chamber, Dubai Municipality) for attaining respective certificates.
- Coordinate with respective offices / departments for attaining SASO certificates.
- Help customers to meet their monthly sales target by processing the orders in a timely manner.
- Resolve customer complaints by identifying problems and taking appropriate action.
- Demonstrate professional etiquette and manners when interfacing with customers.
- Act in the absence of supervisor for the smooth operations and supervising a team of 6 personnel.

#### **Carrefour (Transportation)**

- Export activities to GCC countries for Dry/Frozen/Chilled & Detergents.
- Process commercial invoices, Food Export, MOCCAE & COO certificates.
- Cross-border clearance, loading plan preparation & load optimization.
- POD collection & updating, transport incident report logging for Carrefour retail transportation of 40 trucks PD



### **Job Profile (Berger Paints India Ltd)**

- Administer sales & marketing operations with focus on achieving predefined sales target and growth.
- Explore business potential, opportunities as well as clientele to secure profitable business volumes.

- Evolve market segmentation and segmentation strategies to achieve desired targets.
- Conceptualize and organize promotional campaigns for successful launching of new products.
- Identify and networking with reliable channel partners resulting in deeper market penetration and reach.
- Handling secondary dealers' network for the optimum exploration & enquiry generation, follow-ups, evaluation of potentials and conversion.
- Guide and train partners to accomplish set revenue and business targets.
- Interface with clients for suggesting the most viable product range and cultivating relations with them for securing repeat business.

#### **Job Profile (Sumangaly Jewellery)**

- Monitor sales activities to ensure that customers receive satisfactory service and quality goods.
- Generate revenues through bulk orders by providing attractive pricing and excellent service.
- Ensure jewelry is correctly priced and displayed.
- Providing customer service by greeting & assisting customers and responding to client inquiries/complaints to enhance satisfaction level.
- Planning and preparing work schedules and maintaining records of employees.

#### **TECHNICAL KNOWLEDGE**

- Knowledge in Exceed (Warehouse Management System) & SAP
- Warehouse Management
- Customs Documentation

#### **COMPUTER SKILLS**

- **MS Office 2013 / XP; Windows 95 / 98 / 2000 / XP; MS Outlook, WMS, SAP**

#### **PERSONAL DETAILS**

- Sex : Male
- Date of Birth : 16.09.1983
- Marital Status : Married
- Languages known : English, Hindi, Malayalam & Tamil
- Visa Status : Free Zone Visa (Valid up to 27-05-2020)
- Joining Date : Immediate
- Nationality : Indian
- Driving License : UAE & India