



# ANOOP JOSEPH

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**Email address**

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**Mobile Number**

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**Address**

Al Roda Tower 2  
Al Nahda  
Sharjah  
UAE

**Postal code**

686001

**Visa Status**

Visit Visa (3 Months)

**Date of birth**

12-11-1991

**Place of birth**

Kottayam, India.

**Gender**

Male

**Nationality**

Indian

**Marital status**

Single

**SKILLS**

Very focused and able to work in an environment where there are frequent interruptions and distractions, Self motivated, Quick learner, Good interpersonal relationship.

Highly motivated and confident Sales Executive over 7 years of professional experience in corporate sales, in-store merchandising, customer servicing cash handling and dealing with stock and deliveries as well as sending out orders.

I have knowledge of the selling process and I fully recognize the human and emotional aspects of buying and selling.

- Responsible for interacting with the clients and solving their queries
- Maintaining the records of customer interactions and follow up with the clients
- Provided feedback of the clients to the concerned departments and authorities so as to improve the services

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**WORK EXPERIENCE****Sales Executive**

November 2015 – 15<sup>th</sup> November 2021

Abys Samsung Mobile Distributions, Kottayam

- Performs daily routine of field service work orders using established workforce management system
- Provides coordination of schedules and directs work of Dispatchers in absence of Manager; works closely with Manager to administer the Dispatch function
- Manages technician routes using established workforce management system to ensure customer commitments are met
- Interprets data from the established workforce management system to identify current and potential scheduling problems
- Prepared all sales budgets and forecasts
- Makes suggestions and recommendations to Supervisors and Manager in an effort to continually improve customer service operations
- Maintain and manage a positive work environment by interacting in a professional and polite manner with guests, team members, and management

**Hardware & Networking**

Sep 2010 - Feb 2012

Oxygen the Digital Shop Kottayam

## LANGUAGES

English  
Malayalam  
Tamil  
Hindi

- System Servicing
- Networking
- System Assembly
- Software Installation

## INTERESTS

Listening Music,  
Travelling,Sports

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## STUDIES AND CERTIFICATES

### Diploma in Computer & Hardware & Networking

2009 - 2010

Govt : POLYTECHNIC COLLEGE, Kottayam

### B.Com Co-operation

2012 - 2015

M.G University Kottayam

### Higher Secondary School

2007 - 2009

Govt : Model Higher Secondary School , Kottayam

### Secondary School

2007

Govt : Model Higher Secondary School, Kottayam.