



# ABHILASH .M

OFFICE CO-ORDINATOR CUM  
CUSTOMER CARE REPRESENTATIVE

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DUBAI, UNITED ARAB EMIRATES

A motivated team player willing to contribute to technical, administrative, , and organizational and thereby support the growth of the organization.

## WORK EXPERIENCE

### CUSTOMER CARE REPRESENTATIVE ARKHAM CITY BUILDERS & ARCHITECTS

02/2021 - 04/2023

KERALA, INDIA

#### Achievements/Tasks

- Establishing contact with leads and potential customers through various means such as cold calling, email campaigns, networking events, and social media.
- Receiving payments and updating accordingly.
- Count the cash and submit the cash & supporting documentation to the concerned department.
- Maintaining accurate records.
- Negotiating contracts and packages.
- Working towards monthly targets.
- Company promotions and company working materials discussing to clients.
- Developing an in-depth understanding of the company's products or services, staying updated on features, benefits, and competitive advantages.
- Generating regular reports on sales performance, activities, and results for management and stakeholders.

## SKILLS

Communication

Listening

Negotiation

Adaptability

Language Proficiency

Market Awareness

Time Management

MS Office

## PERSONAL PROJECTS

Innovative Insulation

Strong Foundations

Brick-by-Brick Growth

Steel Resolve

Mortar of Relationships

Windows to the Future

## EDUCATION

### B.TECH

REGIONAL INSTITUTE OF ENGINEERING, TVM

2021

### HIGHER SECONDARY

RRMHSS, KOLLAM, KERALA

2016

### SECONDARY EDUCATION

KRIST RAJ HSS KERALA

2014

## ACHIEVEMENTS

Building Strong Relationships

Effective Sales Training

Recognition and Awards

Effective Use of Technology

Innovative Sales Strategies

## LANGUAGES

ENGLISH

Full Professional Proficiency

HINDI

Limited Working Proficiency

MALAYALAM

Full Professional Proficiency

TAMIL

Full Professional Proficiency

## INTERESTS

Customer Success

Travel

Market Trends

Networking

Market Research