



MOHAMED NAFEEL HUSSAIN L

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OBJECTIVES

My career objective is to make the best use of my skills and knowledge to work in an environment, which fosters continual growth and development.

WORK EXPERIENCE:

Working as **marketing coordinator** in Smart Union Commercial Brokerage LLC, Dubai-UAE

Designation- Marketing Specialist (7th Nov 2022- till date)

Organization- **Smart Union Commercial Brokerage LLC - SURANI GROUP**

Job Responsibilities:

- Working with customers and clients to establish credit terms, reviewing and approving credit applications, and maintaining customer credit files.
- Develop and maintain relationships with existing clients, as well as identifying and reaching out to potential customers.
- Make sales calls and product presentation to potential customers.
- Negotiate deals and contracts with customers to achieve mutually beneficial agreements.
- Respond to customer inquiries and addressing concerns or complaints in a timely and professional manner.
- Provide exceptional customer service before, during, and after a sale to build long-term relationships and ensure customer satisfaction.
- Stay up-to-date with industry trends, competitor activities, and market developments to adjust sales strategies accordingly.
- Achieve and exceed sales targets and quotas by developing and executing effective sales plans and strategies.
- Collaborate with other teams, such as marketing, product development, and customer support, to ensure seamless customer experiences.

Confidentiality: Commitment to maintaining the confidentiality and security of sensitive sales data and information.

Task Coordination: Efficiently manage and prioritize the sales executive's tasks, ensuring that sales activities are executed on time and in alignment with sales objectives. Schedule meetings, client interactions, and follow-ups, maintaining an organized and synchronized calendar.

Adaptability:

Ability to adapt to changing priorities and support dynamic sales activities.

Documentation and Record Keeping:

Ensure the proper filing and organization of sales-related documents, contracts, and agreements. Maintain confidentiality of sensitive sales information and agreements

Working as **Sales coordinator** in HDB FINANCIAL SERVICES LIMITED

From 19th June 2019 to 17th August 2021 – Chennai, INDIA

Designation- Junior Relationship Officer (Total experience- 2 years)

Organization- **HDB Financial Services Limited -HDFC GROUP**

Sales Support:

Collaborate closely with the B2B Sales Executive to provide administrative and operational support in the sales process. Assist in preparing sales proposals, presentations, and contracts, ensuring accuracy and compliance with company standards.

Job Responsibilities

- Calculate financial ratios (e.g. credit scores and interest rates)
- Generating leads, addressing customer inquiries and complaints.
- Handling questions, complaints, and inquiries from customers politely and discreetly.
- Encourage to the customer to maintain Asset/Liability relationship with bank.
- Effectively manage case resources including subcontractors and other third party services.
- Monitor quality of own work product and conduct follow-ups with clients or senior members of the team where necessary. Identify own learning needs and opportunities, and continuously seek to improve casework performance.

Professional Qualifications

- Comprehensive understanding of all banking procedures.
- Good knowledge of finance and accounting procedures.
- Profit & Loss accounts management.

CERTIFICATE OF PARTICIPATION

- Participated in workshop on CISCO NETWORK DESIGN & IMPLEMENTATION at E.G.S. Pillay Engineering College on 12th & 13th Feb 2015 (organized by ACES ACM-IIT Delhi)
- Presented a paper entitled “PATTERN MATCHING IN HETEROGENEOUS EVENT DATA” in the (7th International Conference on Advanced Science and Engineering Research [ASER-2018])

EDUCATIONAL QUALIFICATION

- **Master of Computer Applications [MCA]**

Kongu Engineering College (Autonomous) Erode

Anna University, Chennai, INDIA

CGPA-6.89 (APRIL 2018)

- **Bachelor of Computer Applications [BCA]**

E.G.S. Pillay Arts and Science College-Nagapattinam

Bharathidasan University, Tiruchirappalli.

CGPA-7.47 (APRIL 2016)

KEY SKILLS

- Advanced Microsoft office skills, with proven experience in using MS Word, Strong Excel and PowerPoint Skills.
- Cash handling and Ensuring collection of payments.
- Debit and credit management.
- Hands-on experience with social media platforms and digital marketing campaigns.
- Monitoring a wide variety of email marketing, tracking and analysing campaign results.
- Organizing sales visits, demonstrating, and presenting the products.

Personal characteristics

- Strong verbal and written communication skills in English.
- Interpersonal, negotiation and influencing skill.
- Time management.
- Strong customer understanding.
- Good cultural awareness.

Profile:

Nationality:
Indian

Passport Number:
R3507030 (Date of Expiry – 03/08/2027)

Visa status: Employment
Date of Expiry – 17/02/2025

Date of Birth:
27th January 1995

Marital Status:
Married

Residence:
Deira-Dubai

Languages known:
English, Malayalam & Tamil

LinkedIn Profile: <https://www.linkedin.com/in/mohamed-nafeel-hussain-97aba6153/>