

Siddique Mohammed Anas

Sales, Customer Service Officer & Purchase Coordinator

Experienced Sales, Customer Service, and Procurement Coordinator with a solid background in managing client relations, streamlining procurement processes, and supporting sales initiatives. Proficient in supplier relationship management, order tracking, and CRM software, ensuring efficient and timely service delivery. Known for excellent communication, strategic sourcing, and problem-solving abilities, with a strong commitment to enhancing customer satisfaction and optimizing operations. Adept at multitasking and maintaining high levels of organization, contributing to team goals and business growth.

Work History

2021-02 2024-04	Procurement Assistant & Customer Service Officer <i>ZEE Stores International LLC , Abu Dhabi , UAE</i> <ul style="list-style-type: none">Assisted in sourcing and procuring materials, products, and services required for the company's operations.Evaluated supplier quotes, negotiated pricing, and secured favorable terms and conditions.Maintained and updated supplier database, ensuring accurate records of vendor information and performance.Processed purchase orders and tracked delivery schedules to ensure timely receipt of goods.Coordinated with suppliers and internal departments to swiftly address order discrepancies, delays, and quality concerns; implemented resolution processes that decreased issue response time from days to hours.Provided excellent customer service by responding to inquiries, resolving complaints, and offering product information.Processed customer orders and coordinated with the sales and logistics teams to ensure accurate and timely delivery.Maintained customer records and updated information in the customer relationship management (CRM) system.Handled customer returns and exchanges, ensuring a smooth and efficient process.Followed up with customers to ensure satisfaction with products and services, addressing any concerns promptly.Assisted in developing and implementing customer service policies and procedures to enhance customer satisfaction.Generated and analyzed customer service reports to identify trends and areas for improvement.Coordinated with internal departments to resolve customer issues and improve service delivery.Trained and supported new customer service team members, sharing best practices and company standards.Conducted customer satisfaction surveys and provided feedback to management for continuous improvement.
2015-03 2021-01	RTA Service Coordinator <i>Galadari Motor Driving School , Dubai , UAE</i> <ul style="list-style-type: none">Provided exceptional customer service by responding to inquiries, scheduling appointments, and addressing concerns related to driving lessons and licensing



Contact

Address
Abu Dhabi UAE

Phone
+971 55 5430302

E-mail
smanas45@gmail.com

LinkedIn
<https://www.linkedin.com/in/siddique-mohammed-anas-6343a213a/>

Skills

Invoice Preparation
Supplier Relationship Management
Purchase Orders
Order tracking
Strategic Sourcing
Demand forecasting
Cost Analysis
Invoice Verification
Budget Planning
Supplier liaison
Procurement Software Proficiency
Material Requirement Planning
Vendor evaluation
Cost Control
Procurement
Pricing Structures
Product sourcing
Scheduling
Negotiation

		<ul style="list-style-type: none"> procedures. Assisted clients with the enrollment process, explaining course offerings, fees, and requirements. Managed and maintained accurate records of student information, lesson schedules, and payment transactions. Coordinated with driving instructors to ensure timely and efficient scheduling of lessons and tests. Handled customer complaints and resolved issues promptly, ensuring a positive experience for all clients. Conducted feedback surveys to gather insights on customer satisfaction and identify areas for improvement. Assisted in the development and implementation of customer service policies and procedures to enhance service quality. Assisted with marketing and promotional activities to attract new students and retain existing clients. Coordinated with internal departments to ensure smooth operations and high-quality service delivery. Trained new customer service staff on company policies, procedures, and best practices. Utilized customer relationship management (CRM) software to manage client interactions and track service delivery. 	Materials Planning Inventory Management Contract Negotiation Accounts Payable Payroll assistance Supplier negotiation Paperwork management Time management abilities Inbound Call Management Account Management Service Recommendations Call Documentation Documentation And Reporting Logistics Coordination Database Maintenance Upselling CRM Software Consultative Sales Program Management Payment Processing Call Center Operations Customer Support Data Entry Complaint Handling Report Generation
2012-08 2014-02	-	Associate for Kindle Support <i>Sutherland Global Service , Chennai , India</i> <ul style="list-style-type: none"> Provided excellent customer support via phone, email, and chat for Kindle users, addressing inquiries and resolving issues related to device functionality, content, and account management. Assisted customers with setting up and configuring their Kindle devices, ensuring a smooth and user-friendly experience. Troubleshooted technical problems related to Kindle hardware and software, providing step-by-step guidance to resolve issues. Assisted customers with downloading, purchasing, and managing Kindle content, including eBooks, audiobooks, and subscriptions. Handled escalated customer complaints, ensuring timely and satisfactory resolutions. Monitored and reported on common issues and trends, contributing to the improvement of support processes and product development. Assisted in the creation and maintenance of support documentation, FAQs, and knowledge base articles. Participated in training sessions and stayed updated with the latest Kindle products, features, and support best practices. 	
2009-05 2011-07	-	Health Tree Services Pvt Ltd <i>Executive - Client Relationship Management, Bangalore - India</i> <ul style="list-style-type: none"> Managed and nurtured relationships with clients, ensuring high levels of satisfaction and retention. Acted as the primary point of contact for clients, addressing inquiries and resolving issues related to diagnostic services and reports. Coordinated with medical professionals, technicians, and administrative staff to ensure seamless service delivery. Scheduled and managed appointments, ensuring efficient 	
Driving License			
Manual Driving License UAE			
Personal Details			
Date of Birth: 16-03-1986 Nationality: Indian Marital Status: Married Visa Status: Visit Visa (03/01/2025) Gender: Male			
Languages			
English Hindi Malayalam Tamil Urdu Arabic			

utilization of diagnostic resources and minimizing wait times for clients.

- Provided clients with detailed information about diagnostic tests, procedures, and preparation requirements.
- Handled client complaints and feedback professionally, implementing corrective actions to improve service quality.
- Conducted follow-up calls and surveys to gather client feedback and identify areas for improvement.
- Assisted in developing and implementing client relationship management strategies to enhance client loyalty and satisfaction.
- Maintained accurate records of client interactions, appointments, and feedback in the CRM system.
- Collaborated with marketing and sales teams to identify and pursue new business opportunities and client segments.
- Assisted in resolving billing and payment issues, ensuring transparency and clarity in financial transactions.
- Developed and maintained strong relationships with referring physicians and healthcare providers to support client acquisition and retention.

Education

2024	Master of Business Administration: Operation Management <i>Wisdom Education Center, IGNOU - Abu Dhabi, United Arab Emirates</i>
2012	BCA - Bachelor of Computer Applications <i>JDT Islam IGNOU - Kerala, India</i>
2012	Open-source Website Developer And Global Leadership <i>North Central Technical College Wausau - Wisconsin, USA</i>
2010	IATA – UFTAA <i>School of Airline And Travel Management - Kerala , India</i>