

Abdul Mannan

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Summary

Experienced professional with a diverse background across multiple industries. Adept in roles such as founder, team leader, marketing manager, and customer service representative. Proven track record in driving sales, managing teams, and enhancing customer satisfaction.

Experience

Public Relations Officer (P.R.O.)

Luxury Elements General Trading • Dubai United Arab Emirates

01/2020 - Present

Handled governmental and legal documentation, ensuring compliance with regulations.

Wholesale/Retail Seller

A.M Enterprises FZE • Dubai United Arab Emirates

05/2018 - Present

Managed B2B and B2C wholesale and retail operations. Increased sales by 40% through developing supplier relationships and competitive pricing strategies.

Oversaw logistics, inventory management, and customer service.

Wholesale Sales Manager

Avenue Stores • Mumbai India

08/2023 - 08/2024

Oversaw a team of 10+ sales representatives in the wholesale division, focusing on international markets. Developed sales strategies that resulted in a 35% revenue increase over 12 months. Negotiated long-term contracts with suppliers and distributors, securing favorable pricing. Monitored market trends and adjusted strategies to maintain competitive edge in the industry.

Senior Travel Consultant

Zam Zam Tours & Travels • Mumbai India

07/2022 - 07/2024

Advised high-net-worth clients on travel packages and exclusive destination experiences. Arranged corporate travel for businesses, optimizing routes and managing travel budgets. Liaised with international vendors to offer premium travel services and exclusive deals. Maintained a 98% satisfaction rate by offering tailor-made travel solutions.

Ticket Agent

Zam Zam Tours & Travels • Mumbai India

06/2019 - 06/2023

Handled ticketing, hotel bookings, and client itinerary planning.

Maintained client relationships through efficient communication and follow-ups.

Provided personalized travel recommendations, leading to 95% customer satisfaction.

Coordinated with vendors and suppliers for travel packages.

Insurance Broker

Hytone Consultancy Services • Ajman United Arab Emirates

05/2021 - 05/2023

Marketing Manager

A.S Enterprises • Mumbai India

10/2020 - 10/2022

Led the marketing team to develop and implement effective marketing campaigns.

Analyzed market trends to increase brand awareness and drive sales by 25%.

Collaborated with sales teams to improve lead generation and customer engagement.

Managed digital marketing efforts including social media and email campaigns

Customer Service Representative

A.S Consultancy Services • Dubai United Arab Emirates

12/2018 - 12/2020

Responded to customer inquiries and resolved complaints within a 24-hour window.

Assisted clients with service requests, ensuring a seamless customer experience.

Managed CRM tools to track customer interactions and improve service efficiency.

Skills

Customer service, Communication skills, Computer literacy, Time management, Guest services, English, Microsoft excel, Documentation review, Bilingual, Leadership, Microsoft word, Computer Operation, Communications, Customer Service, Customer Relationship Management, Windows, B2B Sales, B2C Sales, Business Development, Sales Management, Sales & Marketing, Insurance Sales

Education

Computer Science

Westford University • Sharjah United Arab Emirates

12/2026

Diploma

Amity University • Dubai United Arab Emirates

11/2019

Languages

Hindi, English, Urdu