

## ARUN BALAKRISHNAN



E-mail: [arun.buddy06@gmail.com](mailto:arun.buddy06@gmail.com)

Mobile: 052-9979066, 050-8664353. [www.linkedin.com/in/arun-balakrishnan-4963621a/](http://www.linkedin.com/in/arun-balakrishnan-4963621a/)

Experienced in **Managing Business, Administration, Marketing, Recruitment and Customer support**. Skilled in Admin, Customer Service, Executive Assistance, Business Development with a strong determination to adapt to any working environment. Ready to accept any challenges commanded by the concerned authorities. Dynamic, strategic thinker and energetic team player who works with emotional intelligence to provide strong colleague & client support. Possesses excellent planning, organizing, communication, interpersonal and business coordination skills. Available to commence employment with one months' notice.

### EDUCATION

MBA (Finance & Marketing) - Park's Arts College, Tirupur, INDIA	June 2006 - April 2008
BBM - Nehru Arts & Science College, Coimbatore, INDIA	June 2003 - April 2006
Secondary School - Sharjah Indian School, Sharjah, UAE	April 2003

### ACHIEVEMENTS

- Gained good working knowledge on customer service, administration and marketing related functions.
- Accustomed to working with international clients.
- Demonstrated expertise in surmounting difficult challenges and dealing with leading change.

### CAREER SNAPSHOT

Senior Admin Executive, Godrej & Boyce Mfg. Co. Ltd. Sharjah	Dec 2013 - Current
Sales Coordinator, Arabian Automobiles, Dubai	Feb 2013 - Nov 2013
Administrative & HR Assistant Polaris Tech Cont. LLC, Sharjah	Nov 2011 - Dec 2012
Customer Service & Admin Executive, Emirates Driving Institute, Dubai	Sept 09' - Nov 11'

#### *Work experience during the projects:*

##### ❖ Administrator

M/s. KALPAKA MOTORS, Calicut, Kerala, India **May 2007 - July 2007**

##### ❖ Customer Service and Administrator Training

M/s. KTC HYUNDAI, Calicut, Kerala, India **May 2005 - July 2005**

### AREAS OF EXPERTISE

- Sales Coordination, Administration, Customer Service.
- Human Resources/ Personal Executive Assistance, Business Development, Marketing & Sales.

### PROVEN JOB ROLE

Working in **M/s. Godrej & Boyce Mfg. Co. Ltd.**, duties are categorized as below:

- Supporting team with admin, customer care, hospitality management, feeding and imparting important data.
- Reporting monthly to the Associate Manager, the sales achievement progress of the group.
- Providing shipment documents to each dealers or customers.
- Ensuring the material readiness as in prompt dispatch and arrival.
- Keeps accurate records of material received and dispatched communicating to the MENA region dealers.
- Sharing appropriate reports and documents internally and externally.
- Preparation of MIS reports and providing executive assistance.
- Personal assistance to Line Manager maintaining all data. Assist in hospitality and travel schedule.

When working with **M/s. Arabian Automobiles**, obligations carried out were as:

- Supporting the sales team (used cars) arranging the movement of cars for customers view.
- Tracking the in and out movement of vehicles in system through orbit system.
- Headed the vehicle displayed yard.
- Keeping a record of all the files related to the vehicle as in spare keys, service history, etc.
- Ensuring the sales executives were provided with their needs in all categories.
- Reporting weekly to the Branch Manager whether the stock is matching to the system and physically in yard.
- Monitored the work provided by the Drivers.
- Catalyst in our branch as all was to be placed or outlined through my presence and actions.

While my professional career with **M/s. Polaris Tech Cont LLC**, job roles were:

- Placed as an Administration Director.
- Carrying out all the functions as a sole admin operator.
- Managing the HR process, budgeting and facilities management.
- Attended the meetings in the absence of Company Directors.

During my professional career with **M/s. Emirates Driving Institute** job roles were:

- Designated as Customer Service Representative placed in one of the outlets in Dubai.
- Enroll the customers as students for their UAE driving license.
- Designated drivers to each customer for their classes.
- Associating with other branch executives to accommodate customers if drivers don't have free slots.
- Maintaining the files related to the branch, customers, drivers etc.
- Reporting the Branch Supervisor.
- Following up old students to join their classes and try to get driving license with more encouragement process.

#### **Business Development, Marketing Coordinator**

- Implements marketing and advertising campaigns by assembling and analyzing sales forecasts; preparing marketing and advertising strategies, plans, and objectives; planning and organizing promotional presentations; updating calendars.
- Supports sales staff by providing sales data, market trends, forecasts, account analyses, new product information; relaying customer services requests.
- Prepares marketing reports by collecting, analyzing, and summarizing sales data.
- Communicating with target audiences and managing customer relationships.
- Arranging for the effective distribution of marketing materials
- Maintaining and updating customer databases

#### **Skills**

- Adaptable and flexible, possessing a positive attitude.
- Excellent interpersonal skills, dealing with challenging situations.
- Excellent written and oral communication, telephone manner and competent at correspondence drafting.
- Computer literacy in all Microsoft Office packages and accurate typing skills.
- Experience of dealing with customers in buying and selling of vehicles and their post-sale issues.
- Manage events in terms of functions as monthly and annual meeting.

#### **IT SKILLS**

- MS Office, Tally 9.0, Oracle, Platforms - Windows 98, 2000, XP, Internet Browsing & E-mail applications

#### **PERSONAL DETAILS**

Nationality	:	Indian
Date of Birth	:	19 <sup>th</sup> April 1985
Marital Status	:	Married
Driving License	:	UAE & Indian driving license
Hobbies	:	Sports, Music, Traveling
Languages	:	English, Hindi, Urdu, Tamil, Arabic (Basic) & Malayalam