



# AJESH

# JOHN

CUSTOMER/SALES/BUSINESS EXECUTIVE

📍 Al Ghuwair Street, Sharjah, 95559,  
United Arab Emirates

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## ABOUT ME

Skilled Customer/Sales/Business service professional with over 15 years of successful management and leadership experience. Dedicated to providing better customer experience with reliable product education, prompt assistance, helpful feedback and respectful conflict management response. Confident communicator with the ability to lead colleagues, responds to customer inquiries, and mediates conflict. Enthusiastic and personable individual who enjoys collaborating with people and building long-lasting relationships and product loyalty. Enthusiastic about creating organizational success and bettering brand reputation through serving customers in a truly memorable way.

## LINKS

LinkedIn:  
<http://www.linkedin.com/in/ajesh-john-895145b4>

## LANGUAGES

ENGLISH

HINDI

BENGALI

MALAYALAM

## WORK EXPERIENCE

### ENERGYZONE INTERNATIONAL FZE

Sharjah

Jun 2018 - Jun 2020

#### Business Development Executive

Attracting new clients by innovating and overseeing the sales process for the business. Collaborating with senior team members to identify and manage company risks.

Create, develop and maintain a professional and strong business relationship with key decision makers among potential clients in the oil & gas industry, governmental departments, marine companies, contractors and consultants in the UAE and GCC markets.

Plan and implement market research and analyses market surveys and marketing campaigns.

Prepare and manage in coordination with the sales manager and sales engineers, technical presentations, seminars and workshops for potential customers in the market

Manage the participation with local and international exhibition.

Source out new products, negotiate and finalize agency agreements with potential business partners.

### INDUS METAL LLC

Ajman

Mar 2016 - Mar2018

#### Sales Executive

Manage consultants on design-built projects for steel structural jobs.

Review project performance including scope, budget, schedule, shop drawings, field construction and safety.

Prepare cost estimates and track financial status of the projects. Experience negotiating scopes, specifications, schedules and contract pricing.

Manage consultants, sub-contractors and all resources necessary to deliver improvement for projects within promised schedule and budget

Ability to build consensus and negotiate with personnel on all levels including clients, design consultants, government officials and construction crews.

Supervise contract administrative activities including change orders, owners billing payment applications, procurement, subcontracts, schedule and close out.

## PERSONAL DETAILS

Date of Birth  
**13th May**

Nationality  
Indian

Visa Status  
Residence

Marital status  
Married

## DRIVING LICENSE

Driving license category – Automatic  
Driving license no.- 2009842  
Driving license issued from – U.A.E

## REFERENCES

Mr. SHINU GEORGE  
N.P.F Trading LLC  
T: +971 52 812 0004  
E: shinu@npfpipe.com

Mr. SIJU GEORGE  
BHC  
T: +971 55 578 5036  
E: Sijuphilip81@gmail.com

### WINTERS INSTRUMENTS

Dubai  
Apr 2014 - Feb 2015

Evaluate projects using foresight, creativity and good judgment to solve unforeseen problems, set priorities and manage competing demands.

#### Inside Sales Representative & Customer Service Executive

Assist in providing support to customers (via telephone, fax and mail for price quotations, product availability, customer orders, material returns, billing corrections, product information, order changes and cancellations.

Communicate with customers to ensure product understanding who have escalated issues to determine beneficial resolution and ensure timely follow up to verify that complaints have been addressed and satisfied.

Collaborate with colleagues to determine areas of improvement, review departmental performance and develop ideas for better service to customers.

Maintained a clean and orderly store by continuously organizing displays and proactively addressing areas that needed restructuring.

Review job plans and bidding documents for quotes and assist in project summaries for outside sales personnel.

Investigate and research all customer inquiries and concerns with sales team and follow-up promptly with the customer.

Assist customer with solutions whilst providing customer feedback to management.

### HADAF MIDDLE EAST FZCO

Dubai  
Aug 2011 - Mar 2014

#### Warehouse In-charge

Planning. Organizing and controlling of Warehouse over-all operations.

Coordinating with other departments for submittals, QC dossier and necessary supporting documents for material delivery.

Inspection conducted for physical condition of warehouse and equipment.

Manage stock control the self-assured receipt, storage, retrieval and timely delivery of goods; shipment loading & transferring document recording and data entry into system.

Constantly plan out all warehouse resources and activities in relation to company objectives and set targets and Control on the INVENTORY for daily stock count.

Issue Inventory report, IN/OUT status report, dead stock report, goods age report, consumption report, Improvement & development of warehouse.

## SKILLS

COMMUNICATION

ADAPTABILITY

TEAMWORK

CREATIVITY

LEADERSHIP

CUSTOMER SERVICE

### GULF ETERNIT INDUSTRIES LLC

Dubai  
May 2004 - Aug 2011

Duties include stock replenishment, ensuring the dispatches are on time and in full. Adhering to all health and safety policies and standards are met, responsible for preventing stock damages while handling.

To maintain the filing system and stock records as per Company procedures and issue or distribute materials, products, parts and supplies to customers or co-workers based on Company procedure.

Quality check for the incoming stock & site materials when & where needed.

Plan warehouse layout and space requirements to prevent loss or damage and to achieve full warehouse optimization.

Conduct periodic spot checks of inventory levels, supplies or equipment.

Investigate causes of lost or damaged shipments and other matters, adjust where necessary.

#### Project Engineer

Responsible for coordination with QA/QC and delivery department to ensure materials are dispatched promptly. In case of major projects with Site Services activities, co-ordination with Site Service Department to ensure continuous progress of the work within the schedule by using efficient & various alternate options.

Responsible for handling projects as single contact point, to consult with the clients & various departments of Future Pipe Industries Group to achieve the project targets within the scheduled time and as per the conditions of the contract.

To prepare critiques at the end of the project and analyze the problems encountered during the execution of the project & resolve the problems by close monitoring & continuous coordination with various internal departments & Clients.

Reviews Maintenance schedules and related information and confers with department supervisors to determine material requirements to identify overdue materials and to track material.

Examines material delivered to production departments to verify conformance to specifications

Compiles and maintains manual or computerized records such as material inventory in process Maintenance reports and status and location of materials.

## HOBBIES

TEAM/INDIVIDUAL SPORTS

MUSICAL INSTRUMENT

BLOGGING

COMMUNITY SERVICE

ARTISTIC ACTIVITIES

PUBLIC SPEAKING

## EDUCATION

### CITY & GUILDS

Kolkata, INDIA  
1999

#### Higher National Diploma

Awarded certificate in completing the course for Mechanical Technicians Part 1 from City & Guilds of London Institute

### DON BOSCO TECHNICAL INSTITUTE

Kolkata, INDIA  
1999

#### Higher National Diploma

Diploma certificate awarded in Mechanical Engineering from Don Bosco Technical Institute

### DON BOSCO TECHNICAL INSTITUTE

Kolkata, INDIA  
1999

#### Higher National Certificate

Completed Course of National Trade Certificate and awarded by the National Council for Training in Vocational Trade affiliated by Don Bosco Technical Institute

### ST. JUDES ACADEMY

Kolkata, INDIA  
1995

#### Higher School Certificate

Secondary and Secondary Course Completed

## COURSES

### CAD CAM CONSULTANTS PVT.LTD

Kolkata, INDIA  
Nov 2001 - Jun 2002

#### AutoCAD 2000

### ASK ME SOFTWARE SYSTEMS

Mumbai, INDIA  
Dec 2002 - Oct 2003

#### MASTERCAM MILL Level III

### STONEBRIDGE ASSOCIATED COLLEGES

Dubai, U.A.E  
Jan 2007 - Aug 2007

#### Diploma Air Cabin Crew