

# NIDHIN PANICKER

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 Deira City Center, Dubai, UAE



## PROFESSIONAL SUMMARY

Dynamic Sales cum Customer Service Executive with more than 3 years of experience delivering exceptional results in both sales growth and customer satisfaction. Proven ability to effectively manage client relationships, drive sales strategies, and exceed revenue targets. Skilled in leveraging product knowledge and communication prowess to consistently meet and exceed customer expectations. Adept at identifying opportunities for process improvements and implementing solutions to enhance operational efficiency. Known for a collaborative approach, strong problem-solving skills, and a dedication to delivering outstanding service.

## EDUCATION

- **MASTER OF BUSINESS ADMINISTRATION (2019 – 2021)**  
Specialized in Marketing and Human Resources– Anna university
- **BACHELOR OF BUSINESS ADMINISTRATION (2016 – 2019)**  
University of Calicut

## EXPERIENCE

**Sales Cum Customer Service Executive (Feb 2023 – Present)**

**ADCB Bank (Innovations Group), Dubai, UAE**

- Managed a portfolio of client accounts, nurturing relationships to drive repeat business and maximize customer satisfaction.
- Achieved monthly sales targets through proactive cross-selling and upselling strategies.
- Collaborate with management to execute plans efficiently.
- Resolved customer inquiries and complaints promptly and effectively, ensuring a positive customer experience.
- Conducted product demonstrations and presentations to potential customers, effectively communicating features and benefits.
- Utilized CRM software to track sales activities, update customer information, and generate reports.
- Maintain sales records and material data for further reference
- Delegate tasks to team members, coordinate workflows and ensure the timely completion of work assignments
- Provided accurate and timely information to customers regarding product availability, pricing, and delivery timelines.
- Conducted market research to identify new business opportunities and trends.
- Trained and mentored new team members on sales techniques and customer service best practices.
- Prospected and acquired new customers through various channels, including cold calling, referrals, and networking events.

- Analyzed customer credit profiles and financial situations to recommend appropriate credit card solutions.
- Managed a pipeline of leads and consistently met or exceeded monthly sales targets.
- Provided excellent customer service throughout the sales process, from initial contact to post-sale follow-up.
- Collaborated with marketing teams to develop campaigns and promotions to drive credit card sales.
- Stayed informed about industry trends, competitor offerings, and regulatory changes affecting credit card products.

### **Asst Sales Coordinator (Sep 2020 – May 2022)**

#### **Gulf Own Digital Hub, Kerala, INDIA**

- Support the Sales/Service team by scheduling plans and arranging spare parts/materials.
- Coordinate with vendors for repairs and complete the maintenance on the assigned time gap.
- Helping the Sales & Service team to improve their productivity by contacting customers to arrange appointments and ensuring all Sales Representatives have high-quality, up-to-date support material.
- Enhance product appeal to customers and ensure customer satisfaction
- Assisted with performance management procedures
- Prepared and Maintained Sales Report
- Developing and maintaining filing systems to maintain sales records, prepare reports, and provide financial information to the finance department.
- Manage and coordinate urgent communications and customer inquiries, ensuring timely resolution



### **KEY SKILLS**

- Customer Service Excellence & Problem-Solving Abilities
- Academic Administration & Finance Administration
- Organizational Skills
- Office and Time Management
- Strong Communication Skills
- Attention to Detail
- Data Entry, documentation and Records Management
- Proficient in Microsoft Office Suite (MS Excel, MS Word and Power Point)
- Leadership and Team Work

### **LANGUAGES KNOWN**

- English : Excellent
- Malayalam : Native
- Hindi : Fair
- Tamil : Fair

### **PERSONAL INFORMATION**

- Nationality : Indian
- Marital Status : Single
- Availability : Immediate Joining

### **REFERENCE**

Available upon request

### **DECLARATION**

I hereby declare that the above mentioned information is true and bear the responsibility for the above mentioned particulars.