

DANIEL DAVID



PROFILE

Results-oriented Sales Floor Associate with deep understanding of sales principles and customer service practices.
 Self-motivated individual with strong desire to succeed and meet goals.
 Outgoing and friendly, quickly establishing rapport with customers that encourages repeat business.
 Skilled at building connections with customers to promote products.
 Excellent communication skills combined with analytical and attentive nature.
 Expert in customer relations and documentation.
 proficient in project planning, scheduling and oversight.
 Dependable team player with great communication and organizational skills.
 enthusiastic about take on exciting new challenges
 Enables clients to receive optimal level of care while promoting available products and services.

Work history

March 2016 - September 2017

Future Group- Big Bazaar - Trivandrum, India(Senior Associate)

- Worked as Customer Relationship Manager at FUTURE GROUP.
- Addressing customer complaints and Promoting sales for the company.
- Conducting promotional weekly activities for customer engagement.
- Overseeing the implementation of changes and updates in customer related issues in billing and to ensure the smooth transaction under the directions of senior leadership and effectively executing protocols, instructions and objectives with team members and other departments result in optimization of staff performance ,teamwork, and excellent customer experience.
- Ensuring all work flows and documents are up to date.
- Seeking out areas of improvements and suggesting ideas and recommendations to the upper Management.
- Drafting department roster and overseeing any changes to it.

September 2019 - Current

Aster DM Healthcare - Dubai, United Arab Emirates (Senior Associate)

- Medical Billing, Marketing, CRM, Sales.
- Managing daily assignments and footfall.
- Conducting Promotional Activities.
- Performing marketing activities to generate revenue
- Introducing clients to avail new products and services introduced by the company , thus converting clients to generate revenue
- Supervising for the smooth running of the clinic by overlooking various factors and taking decisions to overcome the issues found
- Dealing with all the patient requests in an efficient and courteous manner
- Explaining the practices and procedures to new patients
- Maintaining valuable records for future reference and administrative purpose
- Handling patient complaints and rectifying the problem at the earliest

ACADEMIC

YEAR 2017-2019

MBA IN HUMAN RESOURCE MANAGEMENT & HOTEL AND HOSPITALITY MANAGEMENT
 from NIBM(NATIONAL INSTITUTE OF BUSINESS MANAGEMENT)

YEAR 2014-2017

Bachelor in Business Administration from MAHATMA GANDHI UNIVERSITY

YEAR 2012-2014

COMMERCE - ST. ANTONYS HIGHER SECONDARY SCHOOL TRIVANDRUM KERALA

Dubai, United Arab Emirates

Mobile

(971) 549-930704

Email

masilamanidavidson@gmail.com

Linkedin Profile

Daniel David

Skills

- Computer competencies
- Performance improvement
- Customer Experience
- Office Administration
- Presentation Skills

Languages Known:

- English
- Hindi
- Malayalam
- Tamil

Technical Strength

- Proficient in Microsoft Word.
- PowerPoint And Excel
- Proficient in Internet and Networking
- Research Skills
- Through Knowledge of Management
- Cashier Experience

Personal Values/outlook

- Honesty
- Helping Mentality
- Have positive outlook towards life.
- Firmly believe in Change.

Hobbies

- Reading Books
- Travelling
- Bodybuiding
- Writing Articles

Qualities

- Responsible for the duties assigned.
- Coordinating
- Good Leadership Quality
- Skilled Multi-tasker
- Positive Attitude
- Good team player
- Interested in acquiring Knowledge
- Self-motivated and ability to motivate others
- Ability to build, establish and maintain good relationships with people

Extra-Curricular Activities

- Participation in management fest
- Co-ordination of College Programs

Achievements

- Got first prize for Ad-Zap (new product presentation) from Noorul Islam Management Fest.
- Attended Management Fest at DCSSMAT Wagamon and Marian College Kuttikanam.
- Applicant in TRIMA (Trivandrum Management Association)
- Successfully implemented weekly programs for Product Marketing.
- Organized Charity Events for Old Age Home.
- Got first prize in Aster Dance Competition.

Internship

One-month internship done at KERALA STATE INDUSTRIAL ENTERPRISES LIMITED

Leadership Positions Held

- Trained and Mentored newly hired Employees.
- Participant in Best Manager Competition Management Fest
- Awarded for Best Advertisement Competition
- Lead for the weekly Promotional Programs for Future Group

Awards & Honors

- Best Sports Leader Award
- Best Ad Presentation Award
- Best Teachers Day Award

I hereby declare that all details given here are true and correct to the best of my knowledge and belief .

DANIEL DAVID