### LINU LUCIOUS

### Mussaffa, Abu Dhabi

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Email: linulucious@gmail.com

**Objective** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

To seek challenging responsibilities and opportunities that gives the opportunity to contribute positively towards the organisational goals and for self development.

**Core Competencies** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* Goal oriented
* Excellent Communication skill
* Skilled in customer service
* Skilled in MIS, Data administration and CRM handling
* Solution in trouble shooting and identifying solutions

**Professional Experience**

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March, 2015 – Present **Emerging Technologies, Abu Dhabi, UAE**

Admin Assistant for Processing Unit– ICT SMB Sector

* Processing the applications from SMB customers as per the standardized procedures and guidelines of Etisalat.
* Updating the submission details in Etisalat portal ie: CPP and CRM
* Assisting the relationship managers with the guidelines
* Maintains the list of applications submitted to Etisalat with relevant information so that accurate and up to date database is maintained.
* Prepares report on the applications, on a monthly and quarterly basis.
* Coordinates with technical team to ensure timely closure of applications, so that guaranteed service are delivered.
* Managing service improvement request by ensuring that the processing and technical team work on the requests based on urgency.
* Maintains reports on the sales performance of Relationship Managers
* Tracking Sales activities of the Relationship Managers

March, 2014 – Feb, 2015 **Edge Information Technology, Abu Dhabi UAE**

Sales Coordinator

* Involved in presales activities to support the sales team
* Procuring products from suppliers based on the client requirement
* Providing technical assistance to the clients based on their requirement such as suggesting products that best meets their requirement
* Negotiating with suppliers for availing the best price
* Preparing competitive quotations
* Preparing performa invoice, purchase order, invoices etc
* Follow up with the clients
* Managing logistics to ensure the timely delivery of products
* Dealing with existing clients
* Documentation and Report Generation

June, 2013 – Feb, 2014 **Virtus IT Services**

Junior Internet Marketer cum Client Relationship Executive

* Interacting with the clients to understand their requirements and help them achieve the desired result
* Creating Business Proposals for clients, that best satisfies their requirements and the organizational goals
* Managing the social media pages of Virtus IT Services in social media channels such as face book and YouTube

**Education**

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2013**MASTERS OF BUSINESS ADMINISTRATION**

MYSORE UNIVERSITY – Bangalore, INDIA

2010**BACHELOR OF TECHNOLOGY**

KERALA UNIVERSITY –Thiruvananthapuram, INDIA

**Training Program**

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* Completed3 months Primavera P6 training program

**Additional Knowledge**

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* Proficient with MS Office, Windows OS.
* Knowledge of Primavera P6 , and CRM Handling.
* Fluency in English, Malayalam.

**Personal Information**

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* Date of Birth: 5th October 1988
* Driving License: India.
* Currently on Employment Visa.

**LINU LUCIOUS**