Vishnu V Gopal



COMMERCIAL & LOGISTICS | OPERATIONS | CUSTOMER RELATIONS

+971 502646052 vishnuvgpl@gmail.com Abu Dhabi UAE LinkedIn

SUMMARY

Executive Leader with 15+ years of experience in Commercial Handling, Procurement, Sales Costing, Logistics, Operations, Revenue Growth, and Customer Relations. Expertise in enhancing operational efficiency, aligning business strategies for revenue growth and sales process improvement.
Geographic Experience: Kerala, Maharashtra, Goa, New Delhi (India), Muscat (Oman)

PROFESSIONAL SKILLS

- Commercial Management
- Customer Relationship Management
- Cost Control & Profit Maximization
- Cross Functional Team Leadership
- Supply Chain & Logistics Coordination
- Operational Excellence & Lean Processes
- Vendor & Dealer Negotiation
- Stakeholder Engagement & Public Relations

CORE COMPETENCIES

- Enhance processes, SOPs, and metrics to drive insights and forecasting.
- Align operations with strategic objectives for sustained excellence.
- Foster customer success through cross-functional collaboration.
- Develop business forecast to balance short-term gains and long-term growth.

EXPERIENCE

HEADING COMMERCIAL Dec '23 — Present
Al Ariq Equipment LLC (Al Naba Group) Muscat, Oman
- **Geographies**: Head Office - Muscat, Branches - Sohar, Salalah
- **Departments**: Marketing & Operations
- **Core Functions:** Commercial Procurements, Logistics, Revenue Growth, Operational Excellence, Sales Costing, Executive Leadership

Responsibilities:
- Assisted Business Head in product pricing and sales support.
- Collaborated with Sales Teams to streamline operations and improve efficiency.
- Managed commercial activities, including costing, procurement, and supplier relationships.
- Coordinated clearance and logistics with agents to ensure timely shipment deliveries.
- Maintained agency agreements, contracts, and updated price lists with principals.
- Handled supplier payments with Finance and maintained a payment tracker for new orders.
- Oversaw logistics, including freight negotiations, shipment tracking, and customs clearance.
- Prepared procurement forecasts and acted as a liaison between suppliers and warehouse teams

MANAGER - SALES PLANNING May '13 — Dec '23
Autobahn Trucking Corporation Pvt Ltd, India India
- **Geographies Handled:** Kerala, Maharashtra & Goa
- **Promotions Secured** : Manager Sales Planning << Key Account Manager << Asst Customer Relation Manager << Senior Customer Relation Officer << Customer Relation Officer
- **Key Engagements:** Revenue Growth Strategy Planning, Operational Excellence, Sales Growth, Executive Leadership, Public Relations, Marketing, Customer Relations

Responsibilities
- Directed back-office operations and Customer Relations for sales delivery across major states.
- Developed customer relationships and managed DMS & CRM systems.
- Spearheaded sales portfolio growth to significantly impact revenue.
- Measured team effectiveness through accurate forecasting and performance against core metrics.
- Provided strategic oversight for team training, professional development, quality, and operations.
- Delivered high-quality, customer-focused, cost-effective, and efficient customer service.
- Monitored staffing and workforce management performance, forecasting staffing needs based on inbound volume.

CUSTOMER SERVICE EXECUTIVE Oct '12 — Apr '13
Paul Merchants Pvt Ltd(Western Union Money Transfer, Foreign Exchange) Trivandrum, India
• **Key functions :** Marketing, Public relations, operation excellence.
Responsibilities:
• Managed business functions including Marketing and PR, meeting internal KPIs and preparing strategic forecasts quarterly and annually.
• Optimized operational processes to maximize efficiency, creativity, financial health, and revenue growth.
• Developed and refined business processes, governance frameworks, and strategic decision-making tools.
• Enabled strategic execution to meet demanding operational requirements and tight deadlines.

ADVISERMENT CO-ORDINATOR - STRATEGY & PLANNING, Sep '09 — Oct '12
Kalakaumudi Publications Pvt Ltd, Kerala, Mumbai & New Delhi Trivandrum, India
• **Promotions Secured** : Advertisement Co- Ordinator << Circulation
Dispatch In-Charge << Sales Executive
• **Key functions :** Public Relations, Marketing, Strategy Planning, Leadership & sales growth.
Responsibilities :
• Directed back-office operations, customer relations, and DMS/CRM system management across major states.
• Spearheaded revenue growth by expanding the sales portfolio and optimizing customer engagement.
• Led forecasting, workforce management, team training, and performance tracking against core metrics.
• Delivered high-quality, cost-effective customer service through strategic operational improvements.

EDUCATION

Bachelor of Arts in English & Literature, Kalinga University 2020
HSC in Biology Science (Physics,Chemistry & Maths) 2009

PROFESSIONAL TRAININGS

• DMS (Dealer Management System) - 2013,2017,2021,2022,2023
• Get Set Go - 2023
• Awaken Yourself for Excellence - 2023
• Talent Economy - 2022
• Safety Awareness by Factories & Boilers - 2019
• Trauma Care Awareness Program - 2018

IT TOOLS & TECHNOLOGIES

• DMS • CRM
• MS DYNAMIC • MS Office (Excel, Word, PPT)
• WUPUS • EON

ACHIEVEMENT AREAS

• Awarded Best Initiative award during review meeting of Autobahn Trucking on 2017,2018 &2019.
• Recognition received for CSR activity done during Kerala flood on 2018.
• Having Oman Driving License with First attempt in March 2024.

LANGUAGE

- English • Hindi • Malayalam • Tamil

REFERENCE

- Mr. Arun Raj, Vice President, Autobahn Corp - Kerala, MH & Goa, ar.rajarun@gmail.com
- Mr. Pawankumar Kawoor, Branch Manager- Salalah, Al Ariq Equipment LLC, pawankawoor2002@gmail.com