

NEKA FAZALULLAH

TECHNICAL SALES | CLIENT RELATIONSHIP MANAGEMENT | BUSINESS DEVELOPMENT

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PROFESSIONAL SUMMARY

Technical sales professional managing customer enquiries, quotations and supplier coordination for laboratory and life science products. Combines direct engagement with international suppliers, outbound prospecting and sales analytics with experience managing 150–200 active clients and converting 40%+ of leads into sales appointments. Zoology graduate with hands-on laboratory research experience.

CORE SKILLS

Technical sales • Inside sales • Outbound prospecting • Inbound enquiry management • Quotation preparation • Product consultation • Customer relationship management (CRM) • Supplier coordination • Lead conversion • Sales reporting and analytics • Business development support • Microsoft Office

PROFESSIONAL EXPERIENCE

Transactional Sales | 05 Jan 2026–Present

Gulf Bio Analytical

- Manage inbound customer tickets, prepare quotations and clarify technical product requirements to support purchasing decisions.
- Conduct outbound prospecting calls to engage potential customers and identify sales opportunities across laboratory instruments and consumables.
- Liaise directly with international suppliers including Agilent, Metrohm, Milestone and Bruker, serving as a point of contact between suppliers and end users for product clarification.
- Participate in supplier webinars and industry events to strengthen product knowledge and support customer consultations.
- Analyze sales data and prepare reporting to support business development and inform commercial activity.

Product portfolio: Chromatography (GC/HPLC), mass spectrometry, spectroscopy, sample preparation, titration and electrochemistry; LC/GC columns and consumables; real-time PCR systems, cell analysis, nanophotometers and microscopes.

Research and Project Intern | Jun 2025–Oct 2025

Zygene Biotechnology Pvt Ltd | Kochi, Kerala

- Processed biological samples using DNA extraction, PCR, ELISA and spectrophotometry; optimized sample preparation and reagent usage to improve experimental reliability.
- Compared conventional alkaline lysis and magnetic bead methods for plasmid isolation; collaborated with senior researchers on data analysis and research reporting.

Customer Relation Manager | Nov 2022–Feb 2023

Malabar Gold & Diamonds

- Managed relationships with 150–200 active clients through personalized follow-ups, product consultations and post-sale support in a high-value luxury retail environment.
- Converted 40%+ of leads into confirmed sales appointments through inbound and outbound engagement by phone, WhatsApp Business and in-store interactions.

EDUCATION

Bachelor of Science in Zoology | 2022–2025

Mithibai College, University of Mumbai

CERTIFICATIONS

Google: Introduction to Gemini for Google Workspace; Introduction to Generative AI; Introduction to Image Generation; Introduction to Large Language Models; Introduction to Responsible AI.