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**Highlights:-**

A multi-skilled, key team player possessing wealth of multi-disciplinary experience, including operational, administrational, customer service and supervisory abilities. Highly motivated with positive attitude and successful in optimizing business and team potentials. Well accustomed to work under pressure with strong leadership, team building, presentation, analytical and management skills. Now looking for a position within a similar role or an exciting opportunity that offers career progression.

**Work Experience:-**

* **Working as a Associate in Business Development at Westward Shipping Services Pvt Ltd,**

**New Delhi, India.**

**Feb 2014 – September 2014**

Indian Shipbrokers established in 1981 with empanelment’s with all major principals both Governmental controlled and top corporates in India and abroad. The broking activities range all aspects such as Chartering, Sale and Purchase and Demolition.

**Job Profile**

* Marketing of tonnage (ships) to customers/shippers/charterers. Negotiate spot/time charters to achieve maximum income for the owners.
* Involved in many stages of setting up and negotiating deals, including presenting the business to potential clients, negotiating the main terms of a contract or sale and seeing it through to its conclusion and any follow up that may be involved.
* Analysing and building up a database of contacts and keep a close eye on the shipping market, interpreting trends and seeing opportunities for clients.
* Maintaining records or tonnage within the company’s database in India and our team in London.
* Providing in-depth and detailed market knowledge to the client by studying daily market reports from our different sources around the world.
* Providing detailed presentations for the Logistics department for every trade.

**2**) **Worked as a Customer Service Associate at Fidelity Worldwide Investments, Gurgaon, India.**

 **Jan 2013 – Feb 2014**

 Fidelity offers its own funds and, through its platforms in a number of countries, other managers’ funds. It currently manages or administers over US$300bn on behalf of private individuals and institutions around the world, offering investors the opportunity to further their medium and long-term investment goals.

**Job Profile**

* Marketing and selling our product directly to customers living in UK through telephone.
* Procuring, Maintaining and Improving Customer Relations :I was a part of the dealings team. Providing the best customers experience through detailed knowledge of our product ie; Mutual Funds and helping them to find a suitable fund for their choice.
* Deal corrections: Investigating and analyzing the whole deal through its entire journey and then contacting the relevant department to get the deal corrected. It required contacting the customer in London or their broker to get the necessary information and then studying the whole process to spot the error.
* Relationship building: Contacting customers and brokers in UK and providing them with updated information about our products regularly and understanding their needs.
* Received the Best Delegate Award at Fidelity Worldwide Investment for outstanding performance during the first quarter.

**3) Worked as a Central Accounts Group AR Controller at Radisson Blu Edwardian London,**

 **Dec 2011 – August 2012**

Radisson Blu Edwardian Hotels is a collection of luxury 5 star hotels in London and all around the world.As one of the world's leading brands, Radisson is being positioned to deliver vibrant, contemporary and engaging hospitality characterized by the Yes I Can! service philosophy

**Job Profile**

* Allocation of payments received through the bank to the sales ledger accounts.
* Credit Control.
* Daily Revenue Checks for all the twelve Radisson hotels in London.
* Analyzing Information for Credit and Cost Control.
* Accumulating of Statutory Reports & Co coordinating for remittance & returns Filing
* Matching Payments with the remittances received from different companies.
* Making sure all the payments received by Visa and Amex are accurate and up to date.
* Analyzing all the server base reports.

**SCHOLASTICS**

**Graduate from Heriot Watt University 2008-2011(London)**

Bachelor in Business Administration Degree (International Business)

**NIIT- Delhi 2007**

Certification in computer technologies use of word, excel... and computer maintenance

**La Martiniere College, Lucknow India 1991-2006:**

All my schooling including O Levels (2004) and A Levels (2006)

**Projects Undertaken:-**

**Operations Management, River Island**,

* New business development plan, under which various aspects were undertaken like supply chain, finance, strength and weakness of the brand in Indian apparel market, business strategy.
* Studying River Island supply chain management.
* Analyzing drawbacks in River Islands supply chain management.
* Factors to be considered while applying it in Indian market.

 **Consumer behavior, Internet banking**

* Understanding consumer’s behavior in India regarding Internet banking.
* Reasons for adoption for Internet banking.
* Areas of concern in undertaking the online facility.
* Latest demographic trend in accepting the facility.

 **Marketing Management, Competitive advantage case study on ALDI**

* Introduction of lean production into operations.
* Benefits of lean production.
* Helps to provide quality goods at low price.

 **Personal Skills**

* Enthusiastic and willingness to be flexible.
* Present a professional and positive image of the company at all times.
* A positive and constructive attitude to change.
* Maintain an acceptable timekeeping and attendance record.
* Always maintain a high standard of dress and appearance wearing uniform.
* Promoting products in a professional and enthusiastic manner.
* A polite and a very patient attitude.
* Love communicating with people from all walks of life.
* Enjoy smiling and making others smile.

**Language proficiency**

* English
* Hindi

**Other Interests & Hobbies**

* Travelling
* Music
* Photography
* Scuba diving

**References:- Available on request.**