 Irshad

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**DOB: 06/12/1985, Holder of UAE Driving License, Nationality – Sri Lankan**

# JOB OBJECTIVE

Seeking a responsible and challenging position in **Business Development / Corporate Relation Executive / Sales& Sales Support** within a growth-oriented organization where my skills, education and experience can be utilized at the maximum limits with my full potential.

# PROFILE SUMMARY

* Have 9+ years of experience in the field of sales and business development in UAE

With Extensive expertise in the areas of Account Handing, Sales Support, Customer Relations, Customer Service, Sales & Marketing Coordination, corporate Relation collateral.

* Excel in managing multiple projects concurrently with strong detail, problem solving and follow-through capabilities.
* Demonstrated ability to manage, motivate and build cohesive teams that achieve results.
* Able to work well under pressure, achieving excellent results in every campaign organized.
* A team player yet able to perform as an individual with minimum supervision.
* Highly adaptable and resilient, thriving on challenges.

# SKILL SETS

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| --- | --- |
| * Relationship Management | * Customer Service |
| * Business Focus | * Cross Selling & Client Mapping |
| * Global Compliance Relationship | * Innovation and Creativity |
| * Planning Specialist | * Contract Negotiation |
| * Client Management | * Revenue Enhancement |
| * Results Focused | * Negotiation Skills |

# PROFESSIONAL EXPERIENCE

# Senior Corporate Relation Executive (Acting Supervisor), M/s. Hertz (Al Futtaim LLC) – Dubai (Dec- 2011 to Present) -

# Responsibilities:

* Consistent achievement of Goals and Target oriented performance.
* Drive smart, tactical execution of client requests & maintains high customer satisfaction ratings that meet company standards.
* Manage Lease, Rental contracts Expiries, Extensions Retain current customer base and expand cross/up sell opportunities with effective Negotiations.
* Building and maintaining relationships with clients and key personnel within customer companies.
* Escalating and resolving areas of concern as raised by clients.
* Identifying customer needs and effectively understand and respond to customer objections & Ensuring excellent customer service and quality delivery.
* Maintain cordial relationships with immediate client contact and agency staff efforts to build individual credibility and trust.
* Work closely with the sales team to ensure correct quotes are sent to the customer

On time and regular follow up done & processing the order on time and providing timely Updates to the customer.

* Analyzing and preparing contractual agreements, ensuring appropriate terms and conditions are included to protect the interests of the Project.
* Letting customers know about other products the company offers.
* Follow up with the concerned department, update clients, and Arrange for vehicle check out.
* Maintain cordial relationships with immediate client contact and agency staff; efforts to build individual credibility and trust.
* Generating new client business, closing sales and growing accounts to meet revenue and margin goals.
* Achieving client relationship targets and KPI’s as set by the Head of Sales.
* Achieving predefined sales goals in order to achieve personal success and contribute to company’s yearly revenue goals.
* Conducting business reviews to ensure clients are satisfied with their products and services.
* Relationship building with clients, colleagues and media – face-to-face, online & via telephone.
* Act as the entry point in account management and will therefore begin to have fiscal responsibility over client service and account profitability under the guidance of a senior manager.
* Writing daily / weekly & Monthly reports for senior management and delivering presentations
* Attending meetings with clients to build relationships with existing accounts.
* Contributing to unit meetings, undertaking training and workshops to optimize job performance
* Documenting of all sales activity records up to date to be responsible for their Accuracy.
* Developing and implementing new administrative systems, such as record Management.
* Work with the team in paying attention to retention rates and preferably anticipate problems before they materialize &problem solving on a consistent basis.
* Collaborate with peers and management around ways to continually improve the sales organization.
* Carrying out client satisfaction surveys and reviews.

**Sales Support Executive, M/s. Al Yusuf Motors L.L.C, Dubai (June 2008 - August 2011)**

**Responsibilities:**

* Coordinate the Daily deliveries and solve the day-to-day customer issues.
* Create and Manage satisfied and loyal customer Network
* Target oriented performance.
* Ensuring the adequate supply of all required materials, components and equipment.
* Handling Over dues, Credit notes and payments.
* Supervise and analyze the performance of the sales staff and the merchandiser based on their assigned product and given target.
* To submit and ensure the processing of all types of applications and paperwork to Vehicle Registration with local government bodies.
* Listening to customer requirements and presenting appropriately to make a sale.
* Alerting the sales team to opportunities for further sales within key clients.
* Responding to incoming email and phone enquiries.
* Acting as a contact between a company and its existing and potential markets.
* Manage development and distribution of promotional and collateral materials by working with internal creative teams and external production vendors.
* Develop and maintain strong working relationships with sales team, marketing team, customer service, dealer contacts and vendors.
* Acting as organize all procurement activities relating from Purchase Request to

Purchase Order (PR to PO)

* Maintaining and developing relationships with existing customers in person and via telephone calls and emails,
* Acting as a contact between a company and its existing and potential markets.
* Negotiating the terms of an agreement and closing sales.
* Gathering market and customer information.
* Negotiating on price, costs, delivery and specifications with buyers and managers.
* Advising on forthcoming product developments and discussing special promotions.
* Making accurate, rapid cost calculations and providing customers with quotation.
* Documenting of all sales activity records up to date to be responsible for their Accuracy.
* Monitoring company performance against service level agreements and flagging potential issues.
* Updating the CRM and ensuring account managers are aware of changes within clients.
* Passing leads to the sales team and following up on progress.
* Liaising with internal departments to ensure client needs are fulfilled effectively

**CORE COMPENTENCIES**

* Making It Happen.
* Highly experienced with all facets of client relations.
* Ability to successfully manage multiple projects.
* Isolating problems and quickly identifying the solution.
* Willing to accept any assigned task, burning desire for success.
* Highly motivated with positive mental attitude, excellent communication and presentation skill.
* Excellent team worker and work well independently.
* Quick learner, flexible with plenty of initiative and good interpersonal relations.
* Consistent performer with a strong track record, positive attitude, with ability to handle assignments under high pressure.
* Good oral and written communications skills
* Proficient in the use of MS Office applications including Excel and PowerPoint
* Develop new strategies to improve client satisfaction.

**EDUCATIONAL CREDENTIALS**

* Bachelor of Business Administration
* Diploma in Business Administration & Accounting and Business Management
* Oracle & SAP, Car Pro

**LANGUAGES**

* English, Hindi, Urdu, Tamil, Sinhala & Fair Knowledge of Arabic

# REFERENCES

**References will be provided upon request.**