**RESUME**

**Gulfjobseeker.com CV No:** **106422**

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Career Objective

To be associated with the reputed organisation to contribute marketing techniques and

strategies which was gained from doing masters as well as work experience in the sales

& marketing field. Want to build a professional career in field of sales & marketing.

**Profile Summary:**

* Hold a Master’s in Business Administration (MBA- Marketing) & Bachelor of commerce.
* 4+ years of experience in India & London in Sales & Marketing, business development, people management and customer service.
* Have thorough understanding of marketing principles & concepts.
* Have good knowledge of sales, customer service and people management.
* Excellent skills in MS Office, Sap SD module (Erp 6.0), Tally & Internet applications.
* Strongly commercial with excellent communication & interpersonal skills.
* Have excellent planning, analytical & problem solving skills.
* Energetic and capable of working independently and a good deal of autonomy.
* Have excellent time management skills & can meet the deadlines without compromising on quality.

Education

* **Master’s in Business Administration MBA (Marketing) -**

University of Wales Trinity Saint David, London, United Kingdom. (2011)

* **Bachelors in Commerce (B.Com) –** St. Josephs Degree and P.G College,Osmania University, India. (2009)

**Work experience**

**Customer service associate: AMAZON INDIA PVT LTD (From April 2014 to Oct 2014)**

**JOB PROFILE**

* Working on customer email queries and drafting emails accordingly with appropriate solutions for the customer concerns.
* Working with different teams and gathering information of overseas clients and their business requirements.
* Figure out the issues and solve it accordingly by contacting transportation & logistics agents like fedex, Ups etc.
* Maintaining customer and clients database in companies portal.
* Communicating with Vendors/clients through mails and office communicator
* Lead backlog calls by preparing required reports, Identifying the issues , make a regular follow up with the concerned POC’s to resolve the issue.

**Sales & Marketing Supervisor: Primark Ltd, London** (**From March 2012 to Oct 2013**)

**JOB PROFILE**

* Working with sales managers and marketing team to achieve desired targets of the company
* Coordinating the sales & marketing team and training them about product and services offered by the company.
* Interacting with clients and b2b vendors to market the companies proposal and implement it accordingly
* Providing good service to all clients and maintaining company standards as well.
* Generate weekly, monthly and quarterly sales report and submit it to the sales managers etc.
* Using social networking sites like Twitter, face book, LinkedIn for blogging purpose through online marketing.
* Maintaining database of clients and contacts.

**Sales & Marketing Executive** : **Marks & Spencer’s ltd, London (From June 2010**

**to Jan 2012)**

**JOB PROFILE**

* Interacting with customers and explaining them about product & services offered by the company.
* Managing and maintaining customer information within the company’s portal.
* Writing emails & using social networking sites to interact with the customer for sales prospects.
* Working with the sales team members and figuring out the areas where we can promote our products & services offered by the company to huge audience.
* Achieving the targets before deadline and maintaining reports of sales figures in

Excel sheets.

* Connecting with b2b and b2c clients and delivering them features of our products

& services.

**Skill Summary:**

* Experience in Sales, Marketing and business development.
* Good interpersonal skills and communicational skills.
* Good customer service skills and marketing skills.
* Ability to work, plan and organize things according to the needs.

**Computer Skills**

* SAP R/3 ECC 6.0
* Win 2000/2003/2007
* MS-Office 2003, 2007, 2010
* MS-Outlook

**Personal Information:**

Date of Birth : 25th March, 1988

Nationality : Indian

Marital Status : Single

Languages : English, Hindi &Urdu

**DECLARATION:**

I hereby declare that the above information and particulars are true and correct to the best of my knowledge and belief.