**Tawqeer**

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**Career Objective**

To dedicate my career to an organization at a position related to Business Development/ Marketing & Sales. To enrich the field with my proven record of expertise, experience, knowledge and competency for the goal of increasing the market share of the company and raising global business opportunities.

**Career Summary**

Western educated and a highly enthusiastic Sales, Marketing, advertisement& customer service professional with overall experience of more than 5years, offering sound experience with demonstrated results in positions of considerable responsibility. Ability to target the right market, focus client on product and close the deal.

Seeking a challenging position in a well reputed and growth oriented organization, apposite for the profile.

**• E Marketing& Social Networking • Strategic Planning**

**• Organizational Development • Product Branding and Promotion**

**• Customer Relations • Contracts Negotiation**

**• Problem Solving and Leadership • Clients Relationship Management**

**• Digital marketing & Advertising • Interpersonal Skills**

**Employment History**

**2012- 2013 HND SIGNS & ADVERTISING Ltd (MANCHESTER, UK)**

Business Development/Marketing Coordinator

* Manage Campaigns, Advertising, and cater various business promotional services via Print, Sign & Digital media across Greater Manchester
* Offered innovative Business Development/marketing solutions designed to increase sales & market share, enhance employee relations & build customer service &support
* Organize Business promotional events & b2c campaigns across Greater Manchester
* Managed client database, Budgets, Sales Plan, Pricing& advertising Strategy for smooth operations
* Perform market research online & analyze various customer portfolios, preferences & needs
* Maintaining portfolios for existing clients& approach new businesses for advertising &creating job portals
* Evaluate and manage both customer and employee satisfaction by monitoring Service delivery & timely feedback
* Generate Ideas for social networking within employees & promote businesses via online forums/Blogs
* Develop corporate social media strategy for evolving marketing/advertising trends after apposite resource& data analysis
* Participate in different exhibitions and seminars throughout the region to establish the brand.

**2010 – 2012 LBM Direct Marketing Services (ALTRINCHAM, UK)**

Sr. Business Development Executive

* Offer Backup support to Business Development Manager
* Achieving set targets while maintaining KPI’s
* Prompt Response to the enquiries raised by clients
* Implemented corrective action plans to solve problems
* Participated in activities to promote business and expand services, and offered technical assistance while conducting conferences, seminars, and workshops
* Skilled motivator with a proven ability to build leading sales teams which consistently achieve and exceed sales quotas
* Establish & maintain efficient relationship with new and existing clients
* Generate new business opportunities in assigned territory / channel
* Create proposals for target clients with relevant info and quotes
* Provided direction and guidance to team members ensuring execution of corporate operational programs and maintain service delivery standards
* Follow -up on quotations and close business, if lost revert with reasons.

**2008 – 2010 TD Textiles (INDIA)**

Sales Administrator

* Delivering quotes to customers while preparing & processing orders
* Maintaining set targets & Producing Sales reports
* Maintaining good customer relations and handling customer queries
* Keeping up to date customer records.

**2006 – 2008 British Airways (India)**

Customer Support Officer

* Taking inbound calls for offline and online bookings
* Handling customer queries including online check in and seat reservation
* Modifying customer itineraries on Amadeus system.

**Education and Training History**

**2010 – 2011** The University of Huddersfield, U.K

 **MBA (Masters in Business Administration)**

***Project:*** *Relationship between Training & Development and Customer Satisfaction*

**2003 – 2006** University of Kashmir, J&K, India

 **BBA (Bachelors in Business Administration**

**Achievements**

* Awarded Employee of the Month in October 2012 at LBM Marketing services
* Awarded Employee of the Month in March 2007 at Convergys India services
* First Position in Business Development & Leadership Competition, Business Club ICSC Srinagar, J&K – India.

**IT Skills**

* Proficient user of Microsoft Office including MS Word, MS PowerPoint, MS Excel
* Previously worked on Adobe Photoshop and InPage (Urdu/Arabic) software
* Database Software – MS Access, SPSS, AMADEUS, AMCAT, WEBSHOP.

**Personal Information**

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| ***Gender*** | *Male* |
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| ***Languages Known******Hobbies******Visa Status******Driving License*** | *English, Hindi , Kashmiri, Urdu & Arabic**Surfing, Socializing, Cricket and Football**Visit Visa**Great Britain ( UAE convertible option)* |

I hereby declare that the above information is true to the best of my knowledge.

**Tawqeer**