**ISSAC**

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**Sales PROFESSIONAL**

To pursue a challenging career as **Sales Manager/ Sales and Marketing Executive / Business Development** in a progressive and dynamic organization wherein my expertise will be practical and maximized for benefits of the organization and personal growth.

**ABRIDGEMENT**

* **A proficient professional** with **13 years in Sales & Marketing** **field in UAE** and **10 years** in Production field in **UAE** and India; a highly accomplished and result oriented management professional with skills in achieving greater organizational efficiency & profitability.
* Having Diploma in Mechanical Engineering in India.
* Having UAE Driving License.
* Well experienced in training staff; leadership counseling & motivation.
* A keen analyst with exceptional negotiation and relationship management skills and abilities in liaising with external agencies.
* Reliable, resourceful, committed, versatile and adaptable person that is efficient and goal orientated with strong organizational and management skills
* Have excellent communication, convincing, negotiation, influencing & interpersonal skills.
* Skilful in diagnosing, understanding & handling customers’ / clients’ needs or wants and resolving their issues with ease.
* Young, energetic and enthusiastic with refined manners.
* Can work under pressure and meet deadlines.
* Self-motivated and ambitious with strong desire to succeed.
* Enthusiastic & goal oriented and have a good understanding of emerging marketing trends & consumer requirements.
* Independent self motivated, able to take responsibilities and work well under pressure, quick learn and flexible team player
* Resourceful with an ability to organize and prioritize multiple tasks
* Provide high level customer service, excellent communication skills, able to interact with customers of different nationality and culture

**EXPERTISE**

**- Branch Management - Budgeting & Finance - Business Development**

**- Marketing - Service Operation - Customer Service**

**- Market Research - Sales Forecasting - Team Management**

**CAREER CONTOUR**

* **Sales Manager**, Anas Bldg Material and Marble Trading, Sharjah, Jan 2010- Present
* **Sales Manager**, Fujairah Building Industries P.S.C (Marbles & Tiles), Fujairah, UAE

Feb 2002 - December 2010

* **Sales & Marketing Executive**, Al – Rasafa Gen. Trading, Dubai, UAE, May 2000 - Jan 2002
* **Production Engineer**, Fujairah Marbles & Tiles, Ceramics Tiles (Fujairah Building Industries PSC), Fujairah, UAE, Sept. 1995- May 2000
* **Assistant Engineer**, Tata Group of Companies, Automobile Corporation if GOA Limited-India, 1990- 1995

**Job Profile as Sales Manager**

* Visit construction site, meeting with project managers. clients and consultants
* Analyzing competitor moves and strategies with respect to product, pricing, advertising and selling strategies and recommending feed back to the management.
* Manage the sales, customer service, personal training, valuation, meeting, monthly sales targets, written reports compilation and sales figures.
* Actively engage with the management to develop plans which deliver revenue growth through
* Marketing Strategies, Future planning, Developing business Development action plan, Promotions and strategies to secure market share.
* Maintains an extensive and active network of business, personal and professional contacts from which business referrals and sales opportunities can be received directly or indirectly.
* Managing end to end process to ensure service delivery as per client requirement and facilitate continuous improvements in the process by coordinating with different departments and various internal teams
* Building and sustaining a high performance Management sales team to meet weekly and monthly branch targets.
* Maintain performance and professional development to enhance the overall team performance.
* Supervise the sales & marketing team and is responsible for achieving the company’s sales targets
* Responsible for implementing marketing strategies & policies.
* Provide necessary training to the sales team and others as and when required
* Monitor and evaluate the performance of sales team and must guide them towards the proper direction of achieving targets
* Keep staff up to date on new products, program processes, rules and requirements.
* Develop and implement business plans and strategies to increase sales revenue
* Lead and develop an effective team through communication, performance management, development plans and reward/recognition practices.
* Cultivate an environment that supports diversity and reflects the brand.
* Ensure compliance, operational risk controls in accordance with organization’s or regulatory standards and policies; and optimize relations with regulators by addressing any issues.
* Provide friendly, courteous, knowledgeable and professional service and support to all parties involved in any aspect of the customer application.
* Update customer information in accordance with appropriate procedures ensuring all employees have access to the status of outstanding customer opportunities, transactions, and problems/issues as required.
* Ensure that customer problems and complaints are handled professionally, effectively and maintained at a minimum level and resolved up to the highest level of customer satisfaction

**Job Profile as Sales and Marketing executive**

* Providing and assisting the client related to brands features and current fashions and trends.
* Managing brand stock inventory.
* Following up with the customer bookings and service related matters.
* Participating in the events and exhibitions for business as well as conducting quality recruitment
* Ensure Products are merchandised in accordance to the brand guidelines.
* Ensure uniform retail pricing and discounts as per defined product/Brand guidelines are maintained at all time.
* Follow-up with customer complaints and after sales service.
* Ensure that the product mix, replenishment cycle and manner in which the products are sold are in accordance with the sales and marketing guidelines of the Brand/Company.
* Working closely with Marketing/Product Managers to provide accurate market feedback to promote programs that drive maximum growth.
* Manage client relationship through all phases of the sales cycle.
* Remains knowledgeable of company’s products to facilitate sales efforts.
* Report sales results, market trends, and competitor updates on a weekly basis.
* Ensure optimum stock availability, process stock orders, planning orders and negotiate and obtain special prices from Principals based on market requirements.
* Keep a track on sales achieved in comparison to targets on a daily basis.
* Keep track on customer records (business activity and development, fleet, potential needs and requirements)
* Maintaining and increasing sales of your company's products
* Reaching the targets and goals set for your area
* Establishing, maintaining and expanding our customer base
* Increasing business opportunities through various routes to market
* Developing sales strategies and setting targets.
* Monitoring your team's performance and motivating them to reach targets.
* Possibly dealing with some major customer accounts yourself
* Keeping up to date with products and competitors.
* Ensure and oversee that the staff received necessary training on a daily basis on all products.

**ACADEMIA**

* DIPLOMA IN MECHANICAL ENGINEERING ( 1990)

**TECHNICAL SKILLS**

* MS Office- Word, Excel, PowerPoint, Windows Operating System

**PERSONAL DOSSIER**

**Date of Birth:** 04.02.1966

**Nationality:** Indian

**Marital Status**: Married

**Visa Status:** Employment Visa (can join immediately)

**Driving License**: UAE Driving License

**Languages Known**: English, Hindi, Urdu and Konkany.