

**Sawana**

Dubai,

United Arab Emirates.

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# Adminisration /HR Manager /Business Development Manager

**Objective:**

To be a part of an organization where my past education and experience will have valuable application, to achieve established objectives leading to company’s endurance towards its mission and philosophy and simultaneously let me able to develop my self.

# Profile:

* 9 years’ experience in Events,/Sales coordinator ,Hr Manager/ Consultant / Administration Manager & Sales Support, Key accounts in UAE.
* Professionally qualified with a Diploma in Business Administration & a Diploma in IATA / UFTAA.
* Have excellent computer skills.
* Excellent communication skills in English, Urdu & Arabic.
* Impeccable communication and coordination skills.
* Experienced in balancing priorities to achieve short and long term goals.
* Self-motivated, responsible and experienced at working in fast-paced environments. Confident and poised in interactions with individuals at all levels
* Unique ability to adapt quickly to new challenges and changing environment.
* A dedicated team player with excellent interpersonal skills.
* Ability to face problems with equanimity.
* Can work under pressure & meet deadlines.
* Hardworking, self-motivated & result oriented.

# Experience:

* + **Sales Coordinator cum Office Administrator,** M/s GRMC Marketing Company, Dubai, UAE (1years)
  + **Admin Manager cum Events Coordinator,** M/s Fame Events Company, Dubai, UAE (2 years)
  + **Executive Assistant,** M/s Ultra Technology L.L.C, Dubai, UAE (1 year)
  + **Executive Secretary CUM Business Consultant,** M/s FirstStep Dubai – (1-1/2 year)

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# Oversee and confirm or schedule meetings and appointments.

* + - **Screen the Company presidents Phone calls, mails and any messages.**
    - **Keeping up all confidential business proposals of the CEO, with time to time updates and decision making for proactive business benefits.**
    - **Maintain client database and good relationship for further benefits at business.**
    - **Attending meeting along with the CEO for the business proposal and deal bids.**
    - **Acquire the sales reports, accounts reports from the sales administration, accounts dept for the easy review of the manager.**
    - **Arranging hotel booking, pickups and travel arrangements for the CEO.**
    - **Taking up minutes of meeting and arranging events for the organization.**

**Asst.Key Accounts –M/s MIDAS SAFETY Inc –Multi national PPE global leader –present- 3 years**.

***Administration & Coordination***

* Excellent working knowledge of sales process (Main Key point of customer contact, Product development and Branding, Quality issues and Quotation, sales, follow up), working knowledge of marketing and logistics.
* Discuss regarding price break down and calculation along with Line Manager before quoting the price to customers.
* To assist with all responsibilities of managing the assigned key account, including developing and maximizing the benefits of the business relationship with the key account.
* To achieve corporate sales volume(s), in conjunction with the Key Account Manager and the Sales Team.
* To achieve the planned category margin(s), in conjunction with the Key Account Manager and the Marketing Team.
* Accountable to participate as a member of the Marketing and Business Development Team and more interactive in field of product promotions, Exhibitions.
* To increase brand share in assigned region / customers by building excellent business relationship with customers via selling.
* Develop annual and monthly customer account plan for assigned accounts according Grow Strategy to ensure turnover, volume, distribution, and gross margin target are met- with the support of the line Manger.
* Implement agreed business development strategies for assigned accounts
* Effectively manage trading terms and monitor growth plan.
* Gain insight & understanding into Industrial operations and leverage these commercial insights with channel marketing to create sustainable profitable business for both parties
* Manage entire process of sale from initial stage to the last stage.
* Negotiate on price with customer to ensure the total volume and profit target are met.
* Regularly conduct customer business review
* Build up strong relationship with customers by high quality services and solutions.
* Co-ordinate with internal business support from R&D, Quality dep., Supply Chain and related functions in order to ensure smooth and efficient operations to support the business growth plan.
* Compliance with Midas Code of Business Principles and safety standard.
* Interest to take up and deal with the customers to bring a point of the winning business challenge-profit.
* Receive and process incoming & outgoing mails.
* Review and answer correspondence on behalf of the company
* Handle clients’ queries and help them to meet their requirements.
* Maintain client relation & ensure customer satisfaction.
* Involve in pre / post sales follow ups.
* Daily customer email coordination, Quotations and sales confirmation
* Enquiries about the product and its new innovations for market research.
* Coordination with factories, logistics, quality control team.
* Handling customer complaints and providing proactive solutions to solve.
* SAP-ERP- order level-reports, check procurement material, pricing.
* Processed back office operations using MS Office.
* Improve sales competitiveness
* Find out requirements of customers, be responsive & regularly seek feedback from them.
* Educate Customers regarding the products and services
* Pre & post sales service to customers to hold the customers for future sales.

# Academic Profile:

* **Graduation in Business Administration**, National Institute of Management studies, India.
* **Diploma in IATA / UFTAA,** Foundation level from Montreal Canada through Globe College of Travel and Tourism.
* St. Agnes College, India
* International School in Kingdom of Saudi Arabia and Emirates school -Dubai

# Computer Skills:

**Office Automation** : MS Office Applications **Internet Applications** : Internet & E-mail Applications **ERP­SAP**

# LEGACY

**Personal Information:**

Nationality : India

Age : 28

Marital Status : Single

Visa Status : Work permit

**Languages** : English; Urdu & Arabic

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*Sawana Hussain*