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| **[239518@gulfjobseekers.com](mailto:239518@gulfjobseekers.com)**  C:\Users\mary\Desktop\murf.jpg |
| **Objectives**  To secure a challenging and growth oriented career in an organization wherein my skills, training and experience in sales, marketing, customer service/handling and administration would be optimally used while exploring the advantages of the latest technological developments and using them effectively in achieving the results.  **Work Experience**   * Organization: **ITR Middle East Fzco, Dubai, U.A.E**   Designation: Sales Executive  Duration: January 2011- till date.  Role: Ensure achievement of sales targets. Proven track record of exceeding set sales target with high gross profit. Able to do market research to find out the trend of consumer demand and customer needs. Ensuring products are sold in accordance with the wishes of the market. Developing new potential customers and maintaining good relations with existing customers. Take a trip to meet potential customers. Perform analysis on sales activity and cost analysis. Record and maintain customer data. Serving in the field of payment transactions with consumers.   * Organization: **ITC Luxury Collections Hotel The Windsor, Bangalore**   Designation: Customer Relations Executive & Product Ambassador  Duration: July 2009 - January 2011.  Role: Guarantee the comfort, safety and satisfaction to the hotel guests, communicate to them and then provide solutions to their issues or concerns. Address and resolve with charm and professionalism if problems or concerns regarding guest accommodations or service arise. Maintaining the daily activities in a logbook in order to ensure that the next person on duty is familiar with everything that needs extra attention. Promote ITC’s personal care products and all the facilities of the hotel to the visitors and in house guests.   * Organization: **Kingfisher Airlines, India**   Designation: Cabin crew In charge  Duration: June 2006 - March 2009  Role: Ensuring passengers safety and comfort throughout the flight. Specially trained to deal with security, emergency situations and attending to first-aid requirements. Offer the highest quality of service throughout every flight operated to meet and exceed customer expectations, while maintaining a high level of professionalism at all times to positively represent the airline. Ground passenger handling and customer service. Coordinating with ground personnel for on-time and efficient performance. |
| **Education Details**   * 10+2 Matriculation from D.T.E.A Senior Secondary School in the year 2006. * Graduate in B Com. from Mahatma Gandhi Kashi Vidyapith in the year 2009.  Languages Known  * English, Hindi, Tamil and Malayalam   **Skills**   * Strong administrational and personal assisting skills * Excellent communication and inter-personal skills at all levels * Capacity to organize and delegate tasks proactively * Presentational and client facing capabilities * Strong negotiation skills with both internal and external groups * Can comfortably handle risk and uncertainty   **Personal Details**  Date of Birth : 13/11/1986  Gender : Female  Nationality : Indian  Driver’s license : UAE, valid till 02/08/2021 |
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