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|  | New_logo.gif  **Whats app Mobile:+971504753686**  **Gulfjobseeker.com CV No:260114**  E-mail: [gulfjobseeker@gmail.com](mailto:gulfjobseeker@gmail.com)  Date of Birth – 20 June 1988 |
| Objective | To be in a challenging rewarding working environment with continuous learning opportunities in order to reach greater heights at both organizational and individual levels.  I am able to communicate effectively with people from different professional and social backgrounds. I can sustain immense pressure and meet tight deadlines and I am a focused and dedicated individual who gives attention to detail |
| Skills & Abilities | Inside Sales, Delivery service Management, Marketing, Sales team leadership, Customer care |
| Experience | **DATA CAPTURING & BATCH BALANCING OFFICER (Micr Assistant)** **STANDARD CHARTERED BANK**  **APRIL 2008 – MAY 2009** (**1 year 1 month**)   * Sorting of cheques and RTGS from the various branches. * Capturing of data on cheques and RTGS into the system * Balancing of captured data against the physical cheques and deposit slips. * Processing the captured data into the main server and verifying balances. * Prepares source data for computer entry by compiling and sorting information; establishing entry priorities. * Processes customer and account source documents by reviewing data for deficiencies; resolving discrepancies by using standard procedures or returning incomplete documents to the team leader for resolution. * Enters customer and account data by inputting alphabetic and numeric information on keyboard or optical scanner according to screen format. * Maintains data entry requirements by following data program techniques and procedures. * Verifies entered customer and account data by reviewing, correcting, deleting, or reentering data; combining data from both systems when account information is incomplete; purging files to eliminate duplication of data. * Tests customer and account system changes and upgrades by inputting new data; reviewing output. * Secures information by completing data base backups. * Maintains operations by following policies and procedures; reporting needed changes. * Maintains customer confidence and protects operations by keeping information confidential. * Contributes to team effort by accomplishing related results as needed.  **SALES REPRESENTATIVE** **IT SOLUTIONS** **NOVEMBER 2010 – JANUARY 2013 (2 Years 2 Months)**  * Selling IT related products to walk in customers and telephone clients. * Carrying out surveys on the IT needs of individual customers and cooperates. * Enhances sales staff accomplishments and competence by planning delivery of solutions; answering technical and procedural questions for less experienced team members; teaching improved processes; mentoring team members. * Services existing accounts, obtains orders, and establishes new accounts by planning and organizing daily work schedule to call on existing or potential sales outlets and other trade factors. * Adjusts content of sales presentations by studying the type of sales outlet or trade factor and focusing sales efforts by studying existing and potential volume of dealers. * Submitting orders by referring to price lists and product literature. * Keeping management informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly and annual territory analyses. * Monitoring competition by gathering current marketplace information on pricing, products, new products, delivery schedules, merchandising techniques, etc. * Recommending changes in products, service, and policy by evaluating results and competitive developments. * Resolving customer complaints by investigating problems; developing solutions; preparing reports; making recommendations to management. * Maintaining professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies. * Contributing to team effort by accomplishing related results as needed  **SALES MANAGER**  **THE BUILDING CENTRE**  (**SEPTEMBER 2013 – DECEMBER 2014**)   * Management of the sales and dispatch team. * Stock management and liaising with suppliers. * Reporting to the managing director on sales flows and staff performance. * Attending to customer queries and complaints. * Strategy implementations for sales department. * Delivery service management. * Completing national sales operational requirements by scheduling and assigning employees; following up on work results. * Maintaining national sales staff by recruiting, selecting, orienting, and training employees. * Maintaining national sales staff job results by counseling and disciplining employees; planning, monitoring, and appraising job results. * Maintaining professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies. * Contributing to team effort by accomplishing related results as needed |
| Education | **BRITISH COUNCIL/CAMBRIDGE UNIVERSITY**, 2015**CERTIFIED CERTIFICATE IN INTERNATIONAL ENGLISH LANGUAGE TESTING SYSTEM -IELTS****TELONE CENTRE for LEARNING- (city and guilds)**, 2013**DIPLOMA IN TELECOMMUNICATIONS****TELONE CENTRE FOR LEARNING-(CITY AND GUILDS)**, 2012**CERTIFICATE** IN TELECOMMUNICATIONS**CITMA COLLEGE**, 2010**A+ CORE HARDWARE-PC REPAIRS AND MAINTENANCE** |
| Communication | ENGLISH – VERY GOOD – BOTH WRITTEN AND SPOKEN  SHONA-VERY GOOD – BOTH WRITTEN AND SPOKEN |
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