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|  | New_logo.gif**Whats app Mobile:+971504753686** **Gulfjobseeker.com CV No:260114**E-mail: gulfjobseeker@gmail.comDate 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
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| 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 SPOKENSHONA-VERY GOOD – BOTH WRITTEN AND SPOKEN |
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