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**OBJECTIVE:**

To secure a position wherein I could learn, enhance and utilize my skills and abilities and to provide the best possible services to the company and meet the challenges in achieving the company’s goals

**SKILLS AND QUALIFICATIONS:**

* Solid experience in customer service, tele-calling and sales
* Proficient in MS Excel, PowerPoint, Word, Outlook etc.
* Excellent documentation and filing skills.
* Excellent verbal and written communication skills in English
* Good motivator
* Ability to work on multiple projects and tasks
* Very self-motivated and energetic.
* Very result-oriented.

**WORK EXPERIENCE:**

**Emerging Technologies (ETISALAT Channel Partner)**

*Business Telecom Consultant*

**Oct 2015- Present**

* Sell telecommunications products and services to both individuals and companies.
* Identify, contact and build relationships with prospective customers through a combination of telephone and in-person cold calls, networking and referrals to obtain appointments
* Leverage the CRM system to develop prospecting and sales strategy that ensures high activity and effective closing ratios.
* Write and submit accurate orders
* Maintain an updated database in sales database including all activities, partners, and opportunities with their current status.

**Haward Technology Middle East**

*Training Supervisor*

**Apr 2014- Aug 2015**

* Supervise all members of the team and improve its efficiency on a continuous basis
* Motivate subordinates and build a positive team spirit within the team and the company
* Train all Training coordinators within the team in the areas of communication and marketing with clear instructions and guide team members in simple words
* Help each Training Coordinator to hit the right target to market the assigned courses
* Help each member to follow up with their statuses or potential clients to get their feedbacks regarding the possibility in registering to the course
* Ensure that each member continuously doing their follow ups with their potential clients until registration received
* Establish and maintain professional relationships with clients especially the Training Departments of target companies
* Monitor and report the performance of the Course Coordinators within the team and work on improving their efficiency
* Hold daily meetings with team members to discuss course status and other issues that require immediate attention
* Report to superiors any enquiry, request, recommendation or feedback received from the customers
* Respect, adhere and follow company rules, policies, and procedures
* Adapt positively to changing circumstances and revise work plans accordingly

**Haward Middle East Technology**

*Training Coordinator cum Telemarketer*

**Mar 2013- Apr 2014**

* Carry out direct marketing activities such as telemarketing and research to market assigned course
* Market the assigned course to client through phone. Send the course outline for their review through email or fax
* Continuously doing follow calls and emails with the client every 2-3 days to get their feedback especially if they showed interest in registering to the course
* Assist the client with their request and enquiries related to the course
* Prepare all the course materials both hard copy and soft copy needed by the instructor and the client needed during the actual training

**McDonalds Restaurant**

*Management Trainee*

**June 2012 – September 2012**

* Assisting the Restaurant Manager during the Shift Operations
* Assist in setting targets, manage budgets and control stock
* Assist in the recruiting, interviewing, training and motivating Crew Members
* Ensuring employee compliance with Standard Operations Procedure (SOP)
* Participate in monthly meetings and recommend suggestions on how to improve the work and increase the efficiency of the company as well as the Crew members evaluation and termination actions
* Report any issue, concern, or problem that may affect the performance of work
* Respect, adhere and follow company policies, rules and standards

**Human Resource Department Assistant**

**March-May 2012**

**On-the Job Training**

* Performing clerical tasks and assisting in payroll preparation by providing relevant data (absences, leaves, etc.)
* Timekeeping of the employees
* Assist in the recruiting and interviewing of applicants
* Calling the applicants for interview
* Assisting the guidance counselor on her daily task
* Responsible in preparation of training materials such as presentation, equipment, modules, and exam
* Answering telephone calls and inquiry for HR Manager.
* Responsible in updating and filing of SL/VL records of employees thru manual
* Coordinates with training consultant for the training schedule and request.

**EDUCATIONAL BACKGROUND:**

**Bachelor of Science in Business Administration major in Human Resource Management**

CCT, Philippines

Year Graduated – SY 2012

**PERSONAL INFORMATION:**

Filipino citizen, Born on the 17th of March 1989, 26 years of age, Single,