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# Curriculum Vitae

**Mary Rose Q. Sumagpang**

**P.O. Box 118977, Dubai U.A.E.**

**Mobile +971527849997**

**E-mail :78roseqs@gmail.com**

**CAREER OBJECTIVE**

To obtain a challenging and responsible position that provides me opportunities to blend the functional and technical knowledge gained from academics and experience. To upgrade continually to the utmost levels of expertise and quality by applying the secured knowledge by working with experts, and by all other means enabling the organization to achieve its target and growth. Currently looking for a challenging career in the field of Office Administration & Sales to effectively use my creative, interpersonal, communication and management skills in the field of business, marketing and sales, also willing and able to learn and adapt to a rapidly changing environment.

**KEY QUALIFICATION**

* Nine (9) years of solid experience as a Senior Sales Officer in the bank.
* Has thorough knowledge in Sales and Administration.
* Has a capability to maintain and reach the sales & target in a monthly basis.
* Has enough knowledge & experienced in the field of Sales and Administration.
* Can prepare correspondences, letters and various excel and word formats.
* Can work independently with minimum supervision, can work under pressures, coordinates well with others and is a team worker.
* Has relevant knowledge in programs such as Microsoft Excel, Word and Microsoft Outlook.

Relationship-development expertise that complements the ability to aggressively build solid client base and drive revenue growth.

* **PROFESSIONAL EXPERIENCE**

**First Gulf Bank (July 2014 till Present)**

**Dubai, UAE**

**DIVISION: MASS MARKET**

**POSITION: SR. SALES OFFICER**

**JOBS DUTIES AND RESPONSIBILITIES:**

## Maintaining and developing relationships with existing customers in person and via telephone calls and emails.

* Cold calling to arrange meetings with potentials customers to prospects for new business.
* Acting as a contact between a company and its existing potential markets.
* Representing their company at events and demonstrations.
* Attending team meeting and sharing best practice with colleagues.
* Challenging any objections with a view to getting the customer need.
* Reviewing your own sales performance ,aiming to meet or exceed targets
	1. **Dubai First *– (*October 2011 to June 2014)**

**Abu Dhabi, UAE**

 **DIVISION**: **CREDIT CARD DEPARTMENT**

 **POSITION: SENIOR RELATIONSHIP OFFICER-CREDIT CARD**

**JOBS AND RESPONSIBILITIES:**

## Responsible in creating, implementation and execution of the Sales Plan

## Generate and maintain a credible forecast for Sales numbers and provide this information on a regular basis to Senior Management.

## Be able to personally conduct a basic product demonstration.

## Managing customer’s issues until they are resolved to the customer’s satisfaction and banking needs.

## Support includes achieving personal and team sales target and referral goals.

## Participating in branch sales promotions and takes part in weekly sales meeting

## Complete ongoing training to stay abreast of product and policy changes.

* 1. **Barclays Bank- ( September 2010 to June 2011)**

**Dubai, UAE**

 **DIVISION: RETAIL BANKING**

 **POSITION: DIRECT SALES EXECUTIVES-CREDIT CARDS**

**JOBS AND RESPONSIBILITIES:**

* Dealing with customers queries face to face, over the telephone or in writing.
* Understanding customer needs, recommending suitable products and making sales.
* Representing the bank within the wider community and building relevant contacts.
* Implementing the new products, services and processes devised by the head office.
	1. **Abn Amro Bank *–* (From August 2007 to August 2010)**

**Bank Street, Bur Dubai**

**Dubai UAE.**

 **DIVISION: RETAIL BANKING**

 **POSITION: SENIOR SALES OFFICER - CREDIT CARDS**

**JOBS AND RESPONSIBILITIES**

## Provide sales assistance to referred clients and deepen sales interaction with customers by utilizing the fundamentals of the sales process, including profiling customers to determine financial needs and recommend appropriate products and services need.

## Daily client and company visit to promote our product and generate sales by converting service situation into sales opportunities.

## Build relationship with customer through ongoing client’s interaction including follow up customer contacts.

## Deliver world class customer satisfaction and loyalty.

## Listed companies such as Sharaf DG, ACTCO Group, Al Ghurair Arabian Foundation Engineering, Nash Engineering for credit cards.

## To be a progressive executives in order to secure a perfect position in the organization with my working experience, caliber, education and abilities.

## Able to work on own initiative and motivated, focused, enthusiastic, goal oriented.

## Providing banking services to corporate and individual clients regarding their accounts opening, personal loans, and credit card application.

## Generating sales above the monthly sales target.

* **EDUCATION:**

**Hotel and Restaurant Management**

**Lyceum of the Philippines University-Batangas, Philippines**

* **PERSONAL INFORMATION:**
* Name : Mary Rose
* Date of Birth : November 29, 1978
* Marital Status : Single
* Nationality : Filipino
* Spoken Language : English, Tagalog & Hindi
* Visa Status : Employment – Residence Visa
* Notice Period to : Immediate
* **TRAINING MODULES:**
1. **FGB SCHOOL**
* FGB Retail Product
* Selling Skills
* Treating Customer Fairly
* Goal Getting
1. **EMIRATES INSTITUTE FOR BANKING AND FINANCIAL STUDIES**
* **Personal Banking Curriculum**

**REFERENCE:**

* **MR. RAVI SRIVASTAVA** -  **ASM-ENBD - 0526993519**
* **MR. BHASKER JAGGI – SALES MANAGER-FGB - 0555405928**

***I hereby certify that the above information is true and correct.***

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**Mary Rose Q. Sumagpang**