**Sales Exec/Tele Sales**

**Marketing / Customer Service**

***AREAS OF EXPERTISE BY***

***7 YEARS’ EXPERIENCE***

*Sales Executive*

*Tele Sales*

*Marketing*

*Debt Collection*

*Office Executive*

*Customer Relation*

*Call Centre*

***Personal Summary***

Seeking a position that will benefit from my Sales & Marketing experience (Sales Executive, Tele Sales & Marketing, Customer service) positive interaction skills and industry contacts where my 7 years’ experience can improve the sales results. To use my sales and marketing oriented skills in the best possible way for achieving the company’s sales goals. Recognized for determination in setting and achieving sales goals and exceeding targets.

* Dynamic customer service professional experienced in both call-centre and retail store settings.
* Excel in listening to customer needs, articulating product benefits and creating solutions that provide value to the customer.

**Skills &Competencies**

* Good communication and interpersonal skills. Excellent customer service skills.
* Team-leading skills. Ability to work independently.
* The ability to use own initiative & Decisions. Experienced in Marketing & Promotions
* Good business skills and knowledge of consumer trends and patterns.
* Strong organizational, administrative and analytical skills.
* Excellent knowledge in Management of Catering, Govt Functions, Weddings& All Kind of Set up.
* Ability to maintain confidentiality in Stress & Problematic situation
* Excellent working knowledge of Food & Beverages. Ability to multi task and manage conflicting demands.
* Competent in Sales & Operation
* Stress Tolerance

**Education & Qualification**

* IT & English Language & Communication - British Computer College - 1996
* IT Diploma – Faizi Computer College - 1997
* Hotel Management Diploma – 2004-2005
* Board of Inter mediate & Secondary – 2004
* Bachelor of Arts - Punjab University – 2008
* IELTS – International English Language Testing System (6 band) - 2015

**Achievements & Honours**

* Training - Hospitality & Tourism Environment & Communication(Lincoln College Malaysia) –

2010

* Training Hospitality Operations & Management (DTFI) – 2011-(Malaysia)
* F&B Management & Genie Culinary Sales & Negotiation Deejay Friday’s International Group of Restaurants –2009 –(Malaysia)
* Best Employee of the Year 2013 – DTFI (Malaysia)

**Employment History**

**Restaurants Tandoori Restaurant – Dubai**

**Sales, Marketing & Management - Sep 2014 – till Now**

* Managing the entire staff of the restaurant and coordinating their work
* Responsible for increasing the business of the restaurant
* Analyze and plan restaurant sales and organize marketing events and promotional plans accordingly
* Generating detailed daily, monthly, quarterly and yearly reports on business, staff, and profit
* Set budgets and execute plans for department sales, product purchase and staff development
* Coordinating and managing the entire operation of restaurant by scheduling shifts
* Provide [customer support](http://www.bestofsampleresume.com/sample-customer-service-resume-example/) by resolving their complaints about service or food quality
* Meeting and greeting customers and organize table reservations
* Recruiting, training and motivating staff
* Maintain high standard quality hygiene, health and safety
* Promotion prospects are generally good for those with strong interpersonal skills and a high level of motivation, although much will depend on the individual and the organisation. There are opportunities for self -employment; catering managers can work toward managing their own restaurant. Handling Complaint. Assist in advertising & Marketing. Efficiently respond to all customers enquires in a polite and timely manner.

**AMC Events & Caterings – Malaysia**

**Sales Executive, Tele Sales – Jan 2013 – Sep 2014**

* Managing the sales process for new prospects, from initial contact through to closure.
* Dealing with customer enquiries face to face, over the phone or via email.
* Contacting prospective customers and discussing their requirements.
* Achieving all revenue targets & objectives in line with the Area Business Plan.
* Working closely with the marketing team to produce any sales collateral required for the target market.
* Reporting business trends and area performance to the National Sales Manager.
* Developing & maintaining successful business relationships with all prospects.
* Identifying what customers want.
* Planning and organising the day to ensure all opportunities are maximised.
* Developing a full understanding of the business market-place.
* organising sales visits
* demonstrating/presenting products
* establishing new business
* maintaining accurate records
* negotiating contracts
* Promotional prospects are excellent - progression can be into senior sales roles or into related
* employment areas such as marketing or management.
* Solicit orders for goods and services over the telephone
* Explain the product or service to potential customers
* Deliver scripted sales pitch to the customer
* Obtain customer information including names and addresses
* Customer’s Feedback Record customer details including reaction to the product or service offered
* Input order details into the computer system
* Record customer details and details of transaction
* Confirm orders placed with field sales representatives
* Conduct customer and marketing surveys
* Answer telephone calls from potential customers who are responding to advertisements
* Contact customers to follow up on initial interaction
* Quotations, Invoices, Communication with client.
* Ideas to keep link with the clients
* Handling Complaint.

**DTFI International Franchise – Malaysia**

**Sales & Marketing**

* Identifies business opportunities by identifying prospects and evaluating their position in the industry; researching and analyzing sales options.
* Sells products by establishing contact and developing relationships with prospects; recommending solutions.
* Maintains relationships with clients by providing support, information, and guidance; researching and recommending new

opportunities; recommending profit and service improvements.

 Identifies product improvements or new products by remaining current on industry trends, market activities, and competitors.

* Prepares reports by collecting, analyzing, and summarizing information.
* Maintains quality service by establishing and enforcing organization standards.
* Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies. Quotations, Invoices, Communication with client.
* Handling Complaint.
* Assist in advertising & Marketing.
* Provide weekly and monthly sales activity reports
* Develop and deliver sales presentations to potential customers
* Visit potential customers for new business
* Provide customers with quotations

 Negotiate the terms of an agreement and close sales

* Gather market and customer information and provide feedback on buying trends
* Represent your organisation at trade exhibitions, events and demonstrations
* Identify new markets and business opportunities
* Record sales and send copies to the sales office
* Review your own sales per

**Languages**

English / Urdu/ Malay/ Punjabi/ Arabic

**Hobbies**

Cricket/ Gym/ Chase/ Music/ Snooker

**First Name of Application CV No:** **1673124**

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