**Palwinder**

Career Abridgement

* A competent result oriented professional 4 years career reflecting pioneering experience and record breaking performance with leading Companies in U.A.E
* Presently employed as JOUD ENERGY FZE .
* Seeking a challenging position at a reputable organization to establish a mutually lucrative relationship leading to growth, profitability, quality client servicing and brand strengthening, while maintaining a keen focus on the achievement of organizational objectives and fulfillment of corporate vision.

**SKILLS**

* Strong Analytical & Mathematical skills.
* Excellent ability to respond to change in the market
* Good communicative & efficient in interacting with clients
* Capable of handling work load in terms of delivery of Sales Volumes on a time bound manner.
* Highly diplomatic &excellent
* Possess an excellent skill of getting work done by others.
* Excellent interactive skills, very committed, highly motivated& analytically inclined ability to adapt to any racial or cultural environment.

**Professional Association**

* **JOUD ENERGY FZE- U.A.E**
* ***Public Relations Officer/Sales Coordinator- ( Since Dec’2013 to Jan 2016 )***
* Managing budgets and administration to confirm optimized allocation of resources and diligent control of expenditures
* Making daily MIS and analyzing & providing relevant feedbacks to **Sales** Director and managing director for making strategies to maximize the productivity of teams.
* Build relationships with Potential, Current and Past Clients.
* Procurement of raw material from national and international market.
* Checking profitability of the projects
* Making sure the project documentation and implementation are according to company compliance
* Maintaining in depth knowledge and understanding of the Brands and products being handled and also of the Competition for effectively convincing of prospective future clients, thereby being in a strong position to penetrate into potential Markets.
* Administering the day-to-day management of client relations to support retention, build loyalty, and ensure provision of high quality products and services to strengthen brand equity.
* Evaluating performance of account executives to monitor the attainment of communicated goals and performance metrics set by higher management.
* Promptly addressing and resolving client concerns in order to cater better to their preferences, priorities and business needs.
* Tracking and Reporting Competitor activity on a regular basis so that we are aware of the Surroundings and other players in the market, which will in turn help us to position or reposition our Products in the market.
* Attending to the complaints of the customers and make sure prompt actions are taken to address the same.
* Reporting the feedback from the customers to the management.
* **Rainbow Electrical L.L.C- UAE**
* ***Administrative/Sales- ( Since Feb’2010 to Aug 2013)***
* Slashed Expenses and promotions staff payroll 25% by negotiating on terms with vendors.
* Implemented the effective method of Sales analysis, Pay off and Price surveys of the brand **in** GCC.
* Accomplished the research on competent products for the **UAE** market and added them to the SKUs.
* First Point of contact for the logistics, supply chain and vendors.
* Administered all channel programs by effectively treating every project with respect to the need of the situation (client meeting, demonstration, quotation, order processing, supply chain, payments).
* Managed inventory of promotional & sales materials, managed allocation & trained sales and promotions staff, conducted promotion campaigns and supplied PR materials to the social media marketing team.
* Receiving shipments and giving Plan schedule of Shipment receiving Details.
* Preparing Pick list, Invoice, Delivery Notes & Delivery Schedule.
* Updating Stock Movement entries including stock updating, inter transfers & write offs **in** the corresponding storage locations.
* Updating Goods return vouchers **in** Focus from the customers.
* Preparing Monthly input / output report for management.
* Coordinating with warehouse on stock position of items, shipment arrival, off loading details and delivery of Units for the customers.
* Warehouse Staff Daily work reports updating to Management on daily Basis.
* Maintaining all files like Pick list, LPO, Invoices, Shipment etc.
* Updating all Warehouse Staff information to HR.
* Coordinating with Sales Team about Delivery Details, Stock update
* **AC Neilson- U.A.E**
* ***Customer service representative - ( Since Nov’2009 to Dec 2010 )***
* Handling customer queries through telephone, acquiring new prospects, ensuring the existing clients know about the offers provided, knowhow on incidents that take place, fixing timelines to get the job done, communicating about daily work distribution to superiors.
* Organizing weekly team meetings with sales staff and senior managers to exchange feedback regarding operations effectiveness; mentoring team members to align their personal goals with department targets for fulfilment of corporate vision.
* Conducting market and competitor analysis to identify business trends and enable apt business planning aimed towards attracting new clients.
* Design and finalize Monthly Route Plan.
* Represent Developer at real estate events and book multiple **sales** transactions at events. Providing support to **sales** and **customer** service staff.
* Verifying and approving the documents of the new **sales** booking for commercial and residential projects.   
  Generate receipts and **Sales** and Purchase Agreement for the **customer**.
* Review the brokerage and **sales** commission agreement, invoices and staff commission.  
   Generate MIS excel reports for the management.
* Assist audit with email clarification and sufficient proofs and ensure compliance with the various policies that define the processes for administering the functions of the operations.
* Execute refund/ discount and re-pricing transactions in the system. Co-ordinate with IT Manager for system enhancements for Operational function. Verify new SPA drafts for new projects, pricing uploaded by IT.

**Education & Certifications**

* Completed Higher Secondary from The English School, U.A.Q, and U.A.E.
* Completed S.S.L.C From The East English School, U.A.Q, and U.A.E.

**LANGUAGES KNOWN**

* English, Hindi /Urdu, Malayalam,Punjabi,Balochi& Arabic.

**Personal details**

Date of Birth : 25-09-1989

Place Of Birth : INDIA

Sex : Male

National : Indian

Marital Status : Single

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