

Name : Mary

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DOB : 14-Feb-1989

Marital Status : Single

Visa Status : Tourist Visa

Seeking a challenging position, where my skills and knowledge can be utilized for successful completion of the assignment and be responsible to provide quality deliverables, team technical leadership, creativity, sound business and technical judgment.

**Academic profile: -** Degree in Sales & Marketing- January 2007,

Vision Institute of Professionals College, Nairobi Kenya.

# PROFESSIONAL SYNOPSIS:-

* A dynamic professional more than **7+ years** of rich experience in telecom, Customer Services, Sales Coordination and Project Coordination.
* Excellent communication skills, very good troubleshooting capabilities, quick learning skills. Hands on knowledge in Computer Applications and CRM Applications.
* Perfect Skills while dealing with clients and closing of Orders.
* Ongoing growth in the Fibre Optic Industry in Telecom, data, WLAN, CCTV, Fire Alarm & Access Control communication points. High performance in introductions to All Telecom Systems and closing of Orders.
* High knowledge of Tendering Process.

**Account Sales Manager- Fibre Optic Supplies and Services Company (FOSS), Dubai, UAE**

# January - 2013 – August 2016

* Understanding our customers’ critical business issues and how they impact the business
* Growing existing business portfolio by upselling products and features
* Discovering new leads in the business
* Buying tenders and tendering for jobs that will lead to orders.
* Renew current accounts Maintenance contracts and Maintenance the current clients.
* Provide solutions to our customers that help their productivity and improve customer loyalty
* Generating accurate and complete sales reports relevant to the needs of the Commercial Director in FOSS.
* Promote New products and sales them to make more productivity and profit.
* Meeting assigned targets for profitable sales volume and strategic objectives in assigned accounts and new accounts.
* Build and maintain strong, long-lasting customer relationships
* Forecast and track key account metrics
* Identify and grow opportunities within territory and collaborate with sales teams to ensure growth attainment.
* Providing Prequalification documents for the client and registration of the company to the new clients.
* Amending broken relationship between FOSS and a Client for future business and Public relations.

# Fibre Optics, IT ELV Systems Project Coordinator-

# Fibre Optic Supplies and Services Company (FOSS), Dubai, UAE

# January - 2012 –2013

* Company Pre-Qualifications submissions, negotiations and company registrations.
* Sales Order Acknowledgements
* Being a link between Account Managers and Clients.
* Marketing our Products using both telecommunication and Net.
* Attending business meeting and closing deals.
* Handling all Du-call select.
* Introducing our Products and Services to new clients in the market.
* Provide accurate daily update to the Project Manager and the overall Operations.
* Manager on progress against plans and activities;
* Work with Operations Admin to ensure the appropriate resources are assigned to enable the installation to take place;
* Ensure all job packs provided have a complete set of information necessary for each installation;
* Develop the Work Breakdown Structure for all projects;

# Sales Assistant, Bonnington Jumeira Lake Towers Dubai, UAE Dec-2010 –Dec 2011

* Keep customers informed of activity associated with their project, ensure all reporting inputs are received as agreed and that all customer reporting is completed as per the agreed Project plan;
* From project plans and quotations, identify rooms required and Coordinate with House Keeping to ensure customers’ satisfactions.
* Ensure orders are placed with purchasing and that project plans are updated to reflect lead times. Chase purchasing to ensure all scheduled deliveries happen as planned.
* Inform Operations Manager/Project Manager of any customer complaints, fully investigate and resolve all issues;
* Ensure all sign off documents are immediately forwarded to the office and passed to Finance to minimize invoicing lead times;

# FB Sales Coordinator, EMIRATES FLIGHT CATERING (Dubai Airport) Oct-2009 –Dec 2010

* Resolve any reporting issues to ensure accurate and full completion of all jobs;  Follow all safety related procedures at all times.
* Preparing the timesheets for the subordinates
* Preparation of method statement for execution of the flights.

# Major Responsibilities: Tenders & Contract works

* Coordinating fiber related Tenders of Information Transfer System & OTDR Testing works.
* Receiving the projects from Major Government Projects in UAE.
* Site Co-ordination and full Documentation before and after wining of the projects.
* Coordinating Splicing, OTDR Testing for manager Contracting and Sub-Contractors in Abu Dhabi for Oil & Gas.
* Arranging the trainings for site supervisors related to connectorization methods.
* Prequalification for the Company as Optical Fiber (single and multi mode) Testing and Troubleshooting in Indoor and Outdoor System Integrators.

# Customer Service Representative, SAFARICOM PHONE LIMITED Kenya Aug 2007 –Nov 2008

* Assisting in sourcing, rising and promoting new products
* Generating new accounts and sales revenue for clients
* Managing customers on the sales floor
* Handling of the cash register and also in foreign currency
* Selling products and services to customers in retail and in show room  Answering customers questions on the spot or via telephone  Time sheet Checking for team members on daily basis.

**Computer Skills**

**Software:** MS Office, CRM, ACT (Updated 2013)

**Languages Known**

English, Swahili (Native)

# Major Selected Projects

**Role in ADAC For Termial 1, American University of Sharjah, Dry Docks Dubai, Abu Dhabi Islamic Bank, Abbott Laboratories. ETC.**

Job Title : Project Coordinator to Account Sales Manager

Company : Fibre Optic Supplies & Services

Job Description : ElV Systems, Ruckus Wifi Upgrade, HQ Data Centre Upgrade, CCTV & Access Control, Audio Visual Systems.

**REFERENCES**

**Given Upon Request.**