**Thomas Easo – CV No. 1991202**

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| Summary |  | Self-Starter with 12+ years of proven success in achieving sales goals within highly competitive markets.  Broad Background in account management, sales and closing skills.  Proficient in accessing decision makers, discovering buyer’s influencers, negotiations and overcoming customer objections.  Highly experienced in interacting with C-Level officers and top Management  Great interpersonal communication, versatile sales techniques with a Win-Win attitude. |
| Professional Experience |  | **Sep 2015 – present**  **Manager Operations, Sales and Logistics**  ***Sales Related:***        Exceeded monthly sales targets and ensured a consistent growth in sales volume every month.        Demonstrated a track record of success in surpassing market competitors, aggressively increasing market share, and driving profit margins to new heights.        Evaluating division performance and formulating sales strategies for performance improvement.        Development and maintenance of sales pipeline based on territories.        Acquiring new clients and retention of existing ones.        Coordinating team’s sales efforts in alignment with the company’s overall strategy.        Ensure that the team work’s in compliance with company policies and procedures.        Address business inquiries from customers and team members in a professional manner.        Visiting clients to meet their management and maintain good relationship with them.        Recommend cost-reduction initiatives while maintaining productivity and quality.        Analysis of the competition and market trends to ensure proper positioning.        Managing and growing contracted accounts.        Taking the initiatives to create new promotions, unique offers and packages.        Selling to major accounts and interacting with top-level decision-makers.  ***Operations Related:***        Responsible for daily operations.        In charge of demand, supply and resource allocation.        Resolve business issues and ensure that all escalated issues are closed.        Nurturing Customer Relationships and needs’        Accountable for submission of reports to Finance on all monthly incentive linked information, overtimes for operations and other data required to include in the monthly salaries before the cutoff date.        Preparing RFP’s and Contracts.        Ensure invoicing targets are met.        Maintain periodic management reports, the yearly leave schedules for the department.        Manage client issues relating to products, delivery and prices.        Integrate operations and sales efforts to ensure changing market conditions are met.        Responsible for aligning strategy with the company’s objective and creating synergy.        In charge of new recruits, salary and task assignments of employees.        Preparation of daily, weekly and monthly reports to ensure effective execution.  ***Logistics Related:***        Coordinate with clearing and forwarding agents in the respective countries for clearance of shipments. Handling all documentations in connection with shipments.        Interface with suppliers and effectively manage inventory.  Invoicing and Document Negotiation.        Coordinate and communicate requirements for labeling between the sales team graphic designer and supplier for all customized requirements.        Reconciliation of shipment quantities i.e. is physical goods vs invoiced quantities from the supplier for all countries AJD operates in.        Planning and coordinating with suppliers/procurement of pending and upcoming purchase orders and delayed delivery.        Collect all proof of delivery and Invoices after completion of delivery into customers, reconcile, correct or modify if necessary and resend to customer for approval and submit to finance.        Identify resources, assign workloads and manage schedules for timely deliveries.        Liaise with fleet rental company for all issues pertaining to the maintenance of the vehicles and other requirements related to mechanical and refrigerating problems.        Conducting the daily brief on deliveries for the day, route issues and vehicle maintenance issues for the logistics team prior to the loading and the dispatch for the day.        Ensure that the daily, weekly monthly and yearly objectives of the Department are met, and in line with the requirements of the Company i.e., HACCP compliance's OHSAS policies, vehicle cleanliness and personal hygiene of workers.        Organize and conduct on the job, work and awareness training within the department and document.  ***Authority And Government Related***        Manage the Dubai Municipality and the chamber of Commerce Portals, including applying for all online documentation requirements.        Create new FIRS for all food shipments that are expected in the U.A.E        Creation of new and modification of existing Dubai Municipality product bar codes for approval for imports.        Coordinate respective government-related requirements in relation to AJD.  **BusinessForSale.com October 13-Sep 2015**  **Business Development Manager**   * **Achievements**: Successfully brought in **40,000Listings** and signed up with 800 plus business transfer agents across the globe. Opened revenue streams by signing up **130+ franchises within a 11month span** * Winning major client accounts, handling end to end client relations * Maximizing revenue at every opportunity creating bespoke solutions to meet the needs of customers networking.   Managing sales pipeline and closing deals globally. Making a high number of daily outbound calls to prospective clients in the USA, UK, Australia and MENA region.  Preparing Request for Proposals ( RFP's)  Responsible for aligning strategy with commercial aims of the company.  Sound financial and commercial awareness of target markets.  Reviewing customer feedback and suggesting and identifying areas of improvement  Continuously identifying new business development opportunities representing the company at events and exhibitions [Achievement]  ***BizAltitude February 06 -13***  ***Director Client Services***   * *Achievements: Was able to bring in several new clients like CA, Citrix, Expand Networks and Microland as soon as the company was launched.* * Responsible for overseeing the company's strategic planning and managing all operations related to the company's clients * Gathering market research and client opinion data related to sales/marketing services thus enabling the company to continually re-evaluate and revise its service strategy * Continuously reinforcing BizAltitude's commitment to customer loyalty and satisfaction by ensuring the ongoing development of the Client Services team and retaining every client the company has signed. * Built and managed high performing account teams (50 agents) - hired qualified candidates, created high performing teams and managed these teams to their highest performance, reaching the company's established goals. * Successfully procured and executed projects for: * *Expand Networks*: Generated Leads for the WAN Optimization Product * *Citrix*: Lead Generation and Qualification of Net Scaler Product * *Computer Associates:* Assisted their sales team by qualifying prospects for their Storage and Security products. * *Zuna Networks*: Generated Leads for Product Life Cycle Management. * *Hexaware*: Pre- Sales for SAP Upgrades. * *Microland*: Pre-Sales for Back Office Operations.   ***Customer First Services (now Aegis) October 02 – December 04***  ***Manager Projects***   * Managed various teams with the ability to motivate team members and achieve performance goals and productivity metrics. * Adept at reengineering processes to comply with goals and policies while controlling costs, minimizing redundant work, reducing manual work and increasing profitability. * Liaison between service Desk, sales operations and Advance Services. * Managed several accounts, daily accounts and problem resolution. * Database Management, scrubbing and Monitoring. * Reduced redundant escalations, set customer’s expectations and enhanced customer experience by improving Sales Operations and Service Delivery. * Outstanding client Relationship Management resulting in contract renewal. * Wrote Call coaching and Monitoring Guidebook and provided training to employees and New Hires. |
| Skills |  | Excellent presentation and communication skills, Operational and sales skills, Attention to detail, Hardworking and Organized, Business Process Improvement, New Business Development, CRM, Vendor Management, Team Management, Account Management, ERP Management, Client Relations, Client Delivery, Troubleshooting, Revenue & Profit Growth |
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| Education |  | DNIIT 2000 - 2002Diploma Degree in Journalism and Business ManagementSt Germains High School ICSC 1987 – 1997 |
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| **Thomas Easo CV No. 1991202**  Whatsapp +971504753686  To interview this candidate, please send your company name, vacancy, and salary offered details along with this or other CV Reference Numbers that you may have short listed from <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php>  addressing to HR Consultant on email: [cvcontacts@gulfjobseekers.com](mailto:cvcontacts@gulfjobseekers.com)  We will contact the candidate first to ensure their availability for your job  and send you the quotation for our HR Consulting Fees. |

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