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#### PERSONAL DETAILS

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| **Known As** | Saval | **Date of Birth** | 05 September 2017 |
| **Nationality** | South African | **Demographic** | Asian |
| **Gender** | Male | **Languages** | English, Afrikaans, Zulu |

#### PROFESSIONAL SYNOPSIS

Saval is currently studying to complete grade 12. Saval has taken an opportunity to explore Abu Dhabi with the intention of extending his stay and studying privately. Saval is a keen leaner and is always willing to take on any opportunities presented to him. Saval is currently residing with his aunt in Khalifa City and would like to make it permanent.

#### EDUCATION

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|  | TAALNET TRAINING INSTITUTE |
| 2015: | **Grade 11** |
| 2017: | CORRESPONDENCE COLLEGE |
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#### ACADEMIC ACHIEVEMENTS

* + Subjects done Higher Grade:
	+ English, Afrikaans, Maths, Geography, Physical Science, Computers, History

#### COURSES ATTENDED

* + Sales

#### COMPUTER LITERACY

* + MS Word for Windows, Outlook and Internet Explorer

#### CAREER SYNOPSIS

2015: **Completed Grade 11**

02/2016 – 01/2017 **Gavriel Projects**

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#### CAREER HISTORY

**Gavriel Projects 2016-2017**

Position: Sales Associate: Gavriel Projects

* Answers the telephones and handles all telephonic queries
* Manages end to end sales with customers telephonic and face to face
* Determines requirements by working with customers.
* Answers inquiries by clarifying desired information; researching, locating, and providing information.
* Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.
* Fulfills requests by clarifying desired information; completing transactions; forwarding requests.
* Sells additional services by recognizing opportunities to up-sell accounts; explaining new features.
* Maintains call center database by entering information of all customers and PO’s.
* Keeps equipment operational by following established procedures; reporting malfunctions.
* Updates job knowledge by participating in educational opportunities.
* Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments
* Explain product features and warranty agreements
* Ensure that all purchased items are delivered to the customers in a prompt
* Apply the highest standards of integrity and full compliance with all applicable laws and PMI policies and procedures across the organization in order to support long term sustainability of PM business.

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