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**DEVIKA**

(Visa status: Husband visa)

Dubai, United Arab Emirates

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[Devika.341434@2freemail.com](mailto:Devika.341434@2freemail.com)

CAREER OBJECTIVE

To work in a challenging environment where I could constantly learn and work to my strength and ensure growth and success for organization .Using my analytical skill, ability to communicate ideas, commitment to perform quality working in a stipulated period of time and relevance experience to improve efficiency and become a highly innovative and success employee.

CAREER SUMMARY

Knowledgeable and innovative sales professional with a proven track record in managing all sales and business accounts for a reputed organization. Leverage superior customer service and support while providing accurate and efficient administrative marketing support to achieve company success. Streamline organizational effectiveness through creative processes and procedures that provide cost containment and efficiency enhancements in deadline driven environments.

Core-Competencies   
Business Development • Administrative Support • Vendor Relations • Negotiation • Communications Account Management • Sales Planning • Customer Relations • Operations Improvement  
National Account Development • Client relations • Customer Service/Support• Inventory control

EMPLOYMENT EXPERIENCE

**Team Leader Since 2013**

**Trade Mart L.L.C. (Dubai, UAE.)**

Establish and manage business development and sales activities by building key customer relationships, identifying business opportunities, negotiating and closing business deals. Develop rapport with new clients and provide support that will continually improve the relationship.

Products: POS Supplies. Printers, Gift and Promotion items.

KeyHighlights:  
• Presenting new products and services to enhance existing retail client relationship.

• Monitors sales, and inspect retail markets for after sales customer service.

• Monitor utilization and efficiency of sales team and take suitable actions to achieve benchmarked tasks.

• Coordinate with finance team to follow up with clients on payments and ensure a study cash flow for projects.

• Handles all customer complaints/concerns and B2B issues.

• Supervises and coordinates activities of sales team.

• To set individual delivery channels for each product line and ensure that they are on time at end users.

• Ensure that optimal inventory levels of full goods are maintained in order to fulfill daily sales needs.

**Tele Sales Executive. *2012 to 2013***

**German Imaging Technologies (Dubai, UAE)**

Products: Printers and Toners.

• Generating new business from clients through Cold Calling Strategy.

• Providing detailed reports spread sheets and accurately maintained database for easy information access.

• Responsible for direction, coordination and evaluation in sales.

• Providing assistance in keeping an office running smoothly and assisting SalesManager in his day to day functions.

• Handling product related complaints from key customers on daily basis.

**Customer Care Executive. 2011**

**Federal Bank Ltd. (Kerala, India)**

• Taking initiatives for providing better customer satisfaction and process development

• Managing Internet banking, mobilebanking, telephone banking

• Interacting with all types of customers and helping them to know details of their bank accounts

• Helping the customers to know about the loan account by the help of Finacle.

**Technical Support Associate. *2010***

**Sutherland Global Services Ltd. (Kerala, India)**

• Installation, virus removaland all technical related problems of McAfee Antivirus.

• Handling UK based customers through online communication such as chats/emails.

EDUCATION AND CREDENTIALS

***B Tech (Electronics and Communications). 2010***

University of Calicut ,Kerala, India - 4 yearsspecialization in Electronics and Communication including one month project on “Intelligent Toll booth Management”.

***Higher Secondary Education 2006***

Central Board of Secondary Education, Delhi, India with First class grading.

***Senior Secondary Education 2004***

Central Board of Secondary Education, Delhi, India with Distinction grading.

SPECIAL SKILLS

***Computer & IT -*** Microsoft Office™ (Word™, Excel™ PowerPoint™), Excel Business Software.

Windows™ (7™, Vista™, XP™)

***Language -*** English-Fluent, Hindi-Beginner, Malayalam-Fluent.

PERSONALPROFILE

Date of Birth 06th March 1989.

Marital Status Married

Nationality Indian

Religion Hindu

Mother tongue Malayalam

UAE IDENTITYDETAILS

Visa Status Residence Visa (C/o. Husband)