Jamil

Jamil.351167@2freemail.com

Admin, Customer Services & Sales Specialist

Dear Sir/ Madam,

This is to manifest my intent to become a part of your respected organization. I am completely confident about my solid Previous Practical Experiences. In my total 7+ years of experience I would say I have proven myself very dependable and highly committed, I have shared my time, talent and resources beyond the call of duty just to accomplish tasks in an exemplary manner.  In terms of confidentiality, trustworthiness is something that I have worked hard to preserve in my esteemed career.

I am creative, confident and a self-motivated person possessing excellent leadership and team management skills. I enjoy working in teams and have effective interpersonal, analytical and presentation skills. Having worked at clients with stiff deadlines, I also possess the required stress tolerant and deadline-meeting attitude.

Apart from this the most important thing I feel embedded in my personality are integrity, confidentiality and good understanding and management of human relations. On the basis of my qualification, experience, personality and skills, I consider myself as a potential member of your organization.

I am looking for a career opportunity that is commensurate with my skills and qualification and that can provide me with a competitive working environment coupled with the opportunity for career growth at your organization.

The attached resume further explains my skills and experience and I would welcome the opportunity to discuss with you personally as to how my qualifications and experience may suit your organization's needs.

Hopefully this will serve your requirement.

If you need anything else then don't hesitate to ask me.

**Jamil**

Admin and Customer Services Specialist

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| OBJECTIVE |
| Keen to find a position in the field of administration and customer services, where my analytical and technical skills can help to achieve company's objectives. I aim to have an employable reputation as a skilled, well-experienced and hardworking professional. |
| EDUCATION |
| Academic Qualification | Institute | Achievements |
| Senior Higher Secondary Education | YCMOU | Passed |
| PRACTICAL EXPERIENCE  |
| **TANGY PERFUMES AND COSMETICS TRADING LLC (DUBAI – UAE)****Accounts & Administrative (July 2016 to present)*** Prepare sales action plan and strategies.
* Develop and maintain a customer database.
* Plan and conduct direct marketing activities.
* Make sales calls to new and existing clients.
* Negotiate with clients on sale price, delivery and other options.
* Prepare daily reports i.e. sales report,Materials sales, logistics, etc.
* Ensure customer services satisfaction and good client relationships follow up on sales activity.
* Monitor and report on sales actvities and follow up for managent**.**

**DUBAI PARK & RESORTS (Bollywood, Legoland, Motiongate & Riverland) (DUBAI - UAE)****Coordinator & Store Incharge (As a free lancer for the period of 2 months: Nov & Dec 2016)**• Document all actions by handling logs, records and managing data. • Conduct physical inventories to determine losses and identify stocks.• Manage product inventory and adjust any entries that may need to be regulated. • Coordinate movement of from the storage areas in the ware house to the site. • Monitor and assist loading and unloading of accessories. • Supervising team as a team leader.**ARARES AUTO REPAIRING LLC (DUBAI – UAE)****Accounts, Admin and Customer Services. (July 2013 to Feb 2016)*** Raise communiqué of monthly budget of office expenses.
* Prepare monthly, quarterly and annual forecasting of sales, expenses and profit.
* Update system of HR, Attendance and petty cash when required.
* Monitor and replenish petty cash monthly.
* Meeting and greeting clients and visitors to the office.
* Maintain high level of relationship with all stakeholders.
* Coordination with the Higher Management.
* Assigning duties to Staff and provide training to new employees.
* Arrangement/Liaison of meetings with clients.
* Excellent in cultivating and retaining the healthy relation with customers by resolving their issues professionally.

**BARCLAYS BANK (MUMBAI – INDIA)****Team Leader (Customer Services) (May 2011 to Feb 2013)*** Marketing of credit and other corporate banking products & client servicing.
* Follow up of account, monitoring performance of borrowers, tracking repayments and security creation.
* Provide service delivery of full range of banking products.
* Keep calling on the senior management of the client on a regular basis and proactive approach in identifying client needs and early problem recognition.
* Answering customer queries and solving issues related to their applications.
* Maintaining a proper and accurate filing system for the whole process.

**HARMONY MEDIA PVT LTD (Peace TV) (MUMBAI – INDIA)****Admin and Production Executive (May 2008 to April 2011)*** Managing the day-to-day operations of the office.
* Organizing and maintaining files and records.
* Planning and scheduling meetings and appointments.
* Managing projects and conducting research.
* Preparing and editing correspondence, reports, and presentations.
* Making travel and guest arrangements for foreign and domestic visits.
* Making sure that the production runs to schedule, and reporting to the producer on progress.
* Managing the production schedule and budget.
* Managing the production team.
* Making sure that insurance, health and safety rules, copyright laws and union agreements are followed.
* Visiting **Dubai** for shooting.
 |
| PROFESSIONAL TRAINING |
| * Training on Team building in Dubai during job at Harmony Media Pvt Ltd (2009)
* Leadership Qualities, Communication & Presentation Skills and Time Management skills.
* Production planning.
* Advance MS Office 2013 i.e. MS Excel, MS Word, etc.
* Tally ERP training.
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| ACHIVMENTS |
| * Conducting a full fledge shooting of series of lectures in World Trade Center Dubai.
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| PERSONAL DETAILS | IT PROFICIENCY | EXTRA CURRICULAR |
|  |  | * Proficient in all the applications of Microsoft Office™ (Word, Excel, PowerPoint, Outlook etc.)
 | * Playing cricket
* Reading books
* Internet surfing
* Supporting **N.G.O** ILM society and **Volunteer in UAE**.
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| References: Will be furnished upon request. |