**MICAH**

**MICAH.362368@2freemail.com**

**KEY SKILLS**

* Strong Business Acumen, Strong Negotiation Skill, Strong Marketing Strategy;
* Excellent verbal and written Communication, self confidence, Numerate and Analytic;
* Fluent in English language and Arabic;
* Passionate about Sales and Target Achievement;
* Advanced Knowledge of Customer Relationship Management (CRM) Software;
* Team player, Delivery with pace and Effective decision making;
* Advance knowledge of IT system, Oracle Software , Siebel and Microsoft Office Windows.

**CAREER EXPERINCE**

 August 2014 - Till Date  **OOREDOO QATAR**

 ( NOC is Available on Request)

**Position**: **B2C Sales Executive**

**Responsibilities:**

* I maintain consistent and professional standards of service in support of the business interests and activities of all our business partners and third party clients
* I ensure the correct products and services are delivered to customers in a timely manner; I also
Serve as the link of communication between key customers and internal teams.
* I resolve any issues and problems faced by client / customers and deal with complaints to maintain trust; I play an integral part in generating new sales that will turn into long-lasting relationships.
* Prepare regular reports of progress of Sales and revenue forecasts to internal and external stakeholders
* I maintain financial accounts by processing customer adjustment.
* I recommend potential products or services to management by collecting customer information and analyzing customer needs.
* I respond to customers need overs the phone thereby selling the company’s product or service over the phone.
* I contribute to team effort by accomplishing target result as needed.
* Enter the customer information in appropriate forms and by using CRM software.
* I process the customer's purchase orders, services, SIM card, subscription packages, applications and forms.
* I activate or terminate any product or service and get it processed within the time committed to the customer.
* I meet sales target; I collect payment of bills either by cash, credit cards or checks and subsequently activate customer service when barred or suspended.
* I escalate (Using Siebel Software) the important complaints where the customer's query needs senior assistant or back office team support.
* I sell the equipment, services, wireless devices of the telecommunication company in a convincing manner
* Prepare and maintain proper paperwork and Receipt and Report.

August 2012 - July 2014  **GRAND HYATT HOTEL, Qatar.**  Position: **Business Sales & Marketing Executive**

**Responsibilities**

* I Sold hotel products, Negotiate, Analyze market trend that best meet customers needs.
* I provided customer service and respond to customer inquiries and complaints; I strive to achieve sales target and objectives by ensuring sales in the area of responsibility.
* I maintained record of customers information and undertake frequent guest visit; I make representation to generate sales of hotel products and services.
* I analyzed sales and coordinate after sales service; I ensure there is price on items, stack and display items for sales and make them look attractive.
* I analyzed competitor’s activity in order to utilize the information to work out an aggressive counter sales and marketing strategy.
* I recorded customer or client complaints and find solutions to solve the issue; I submit reports on sales and other daily activities and also provide support on warranty issues.
* I operated cash registers and accept payment; I also prepare finance arrangements. for example, invoices and contracts, if authorized by the Sales Manager.
* I maintained an organized and clean appearance in all work areas; Use telephone etiquette with incoming calls; Locate and utilize transport facilities and participate in project and initiatives.
* I developed and maintain business relationships with current customers and prospective customers in the assigned territory or market segment to generate new business for the Company
* I promote or sell or secures orders from existing and prospective guest through relationship based approach, telephone sales or telemarketing in the Company.

February 2009 - June 2012  **GUINNESS, NIG PLC.**

**Position :**  **B2C Sales Executive and Administrator Support**

**Responsibilities:**

* I conducted research, compile data and prepare papers for consideration and presentation by executives, committees and boards of directors.
* I leaded the key sales effort for the assigned market to ensure the achievement of the revenue sales targets in accordance with Company commercial strategy and objectives.
* I developed and implement the marketing and sales plan for the assigned target market.
* I wrote business plans for all current and opportunity tender business; supervise the negotiation and administration process related Company’s revenue, contracts with relevant sales distribution channels and partners.
* I focus on growing and developing the existing clients, together with generating new business; I monitored revenue results and forecast of clients on periodic basis and recommend corrective actions if necessary. I also investigate and report benchmark.
* I planned and implemented events towards designated customers within the assigned market, in conjunction with public relations department.
* I generated memos, emails and reports when appropriate; I responded to questions and requested for information. I file and retrieve corporate documents,records and reports.
* I provided excellent customer care and endeavor to build long lasting relationship with customers.
* I made key contribution to the management of the communication plan while I monitor and update programmer plans on a wider basis.
* I developed and maintain relationship with key office suppliers and vendors , maintain the condition of the office and arrange for necessary repairs by liaising with building management , facilities, contractors , local leadership and other stake holders.
* I answered incoming calls and assume other duties when needed.

***ACEDEMIC QUALIFICATION***

**B.A (Hons)** Business Administration Degree *Federal University of Benin 2009 - 2012*

**A Levels:** Maths (A) English (A) Technology (B) Science (C) Economics (B) *Eminent Education College 2005 - 2008*