

 **Personal Info**

Dubai



haq.374920@2freemail.com



December 11, 1987



Valid UAE driving license





 Indian

 **Skills**

**Leadership** (manage a team of 20+people achieving monthly targets)



advanced

**Advanced knowledge of MS Exce**l(macros, pivot tables, data visualisation)

**Proficient in MS Access** (creating andmodifying databases, tables, queries and forms; reports)



professional

**Teamwork** (work well in part of a teamand achieve individual targets)



advanced

**MS Word** (styles, templates, versioncontrol)



excellent

**Problem Solving** (improved workflow toincrease productivity by 10%)



**Time Management**



**Customer Service** (five years ofexperience working in various international destinations and cultures)



excellent

**Communication** ( Excellentcommunication skills both written and verbal)



advanced

 **Haq**



Sales & Customer Service Executive

**Sales and customer service executive with 5+ years of experience.**

Outgoing and detail-oriented, proficient at building and maintaining professional relationships.

 **Experience**

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| Jun 2015 - | **Business Development Executive** |
| Sep 2017 | Merlin Digital LLc. (Dubai, UAE) |
|  | • | Researching organisations and individuals online (especially on social |
|  |  | media) to identify new leads and potential new markets. |
|  | • | Acquire new customers and sell additional products or services to |
|  |  | existing ones. |
|  | • | Contacting potential clients via email or phone to establish rapport and |
|  |  | set up meetings. |
|  | • | Planning and overseeing new marketing initiatives. |
|  | • | Developing sales goals for the team and ensuring they are met. |
|  | • | Attending conferences, meetings, and industry events. |

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| Jan 2014 - | **Medical Sales Representative** |
| Jan 2015 | Mayo institute of medical sciences (Lucknow, India) |
|  | • promotion and marketing of institutes academic programmes and |
|  |  | medical equipments. |
|  | • | working closely with government hospitals and institutes for generating |
|  |  | sales and knowledge of our own brand of products. |
|  | • | Maintaining good relationship with existing clients and providing the |
|  |  | best after sale experience. |

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| Nov 2011 - | **Assistant Manager** |
| Dec 2013 | McDonald's (Milton Keynes, U.K.) |
|  | • | Greet customers when they arrive and ensure that they are being properly |
|  |  | looked after by crew members. |
|  | • | Creating employee schedules and ensuring that any unfilled positions are |
|  |  | taken over immediately. |
|  | • | Assist manager in interviewing, hiring and training crew members. |
|  | • | Handle POS balancing by counting cash at the end of each shift and |
|  |  | ensuring that any discrepancies are immediately addressed. |

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| Nov 2010 - | **Marketing and Communication Executive** |
| Apr 2011 | University of Bedfordshire (Luton, U.K.) |
|  | • | Working with the marketing team for open days. |
|  | • | promoting the university courses for future students. |
|  | • | Data entry, language classes for diverse cultures. |

 **Education**

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| Sep 2010 - | **University of Bedfordshire, Luton, England, M.Sc. in** |
| Nov 2011 | **Biotechnology, 2011** |
|  | • | Overall **A** as cumulative grade. |
|  | • Passed with commendation. |
|  | • | Student ambassador for the university. |

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| 2005 - | **Allahabad Agricultural Institute, Allahabad, India, B.Sc. in** |
| 2009 | **Biochemistry 2009** |
|  | • | Bachelors in Biochemistry with 8.03/10.0 CGPA. |
|  | • | Excellent in extra circular activities. |

 **Certificates**

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| Jul 2016 | **Exceptional Performance, Merlin Digital, Dubai** (Highest objectives |
|  | achieved in the first year of service) |
| Apr 2009 | **C++** (computer programming) |
| Mar 2005 | **NCC** (National Cadet Corps) |

 **Languages**

**English**



Excellent

**Hindi & Urdu**



Native

**Arabic & Spanish**



Basic