**CURRICULUM VITAE**

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| |  | | --- | | **Kiran** | | **DUBAI, UAE** | | **Phone: C/o 0505891826** | | **Email:** [**kiran.378925@2freemail.com**](mailto:kiran.378925@2freemail.com) | | C:\Users\Kiran\Pictures\n1 copy.jpg |

**CAREER OBJECTIVE**

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| **Proactive, analytical and strategic professional, equipped with extensive experience spanning business development, advertising strategies, as well as sales and marketing. Able to aggressively drive sales growth and profits; being a part of friendly and highly motivated sales team who are always highly visible to customers and responsive to their needs. Hands-on style of marketing and target achievement is one of the key strengths to generate business insights from diverse data sources.** |

**PROFESSIONAL EXPERIENCE**

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| **ATN Advertising Media**  **(Outsourced for Dubai Chamber Of Commerce )**  **Job Title: Senior Advertising Consultant** | **May 2013 to July 2017** |

* Sourcing new markets for potential customers, making cold calling and generate revenue.
* Develop marketing strategy, media plan and campaigns to support brand objectives.
* Support the creation of marketing material and ensure accurate execution of all activities.
* Communicating with relevant stakeholders during campaign development process.
* Gaining a comprehensive context for advertising strategies by analyzing a wide range of information in great detail including demographics, socio-economic and the market for the client’s product and market share.
* Analyzing and interpreting customer response and sales data to evaluate the effectiveness of the campaign.
* Manage both reactive and proactive communications on all key social media channels.
* Design and manage social media advertising campaigns and promotions.
* Weekly sales reports analysis with business analysis team and initiating measures to boost sales.
* Engaging potential clients in meetings and present to them a wide range of Services.
* Ensuring prompt and high quality Customer service to push referral business.
* Enhanced customer relationship to generate more business from existing accounts.
* Perform client presentations articulating the value proposition of product and service offerings.
* To provide support within established guidelines to clients, so as to add value and strengthen relationships.

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| **AL Futtaim Carillion**  **Job Title: Procurement Officer** | **January 2011 to May 2013** |

* Analyzes and evaluates requisition forms, as assigned, to ensure purchase meet requirements of procurement code.
* Communicates with department personnel in person, by telephone or in writing when discrepancies appear on requisitions and modifies forms accordingly, communicates with vendors to interpret, clarify, inform and resolve procurement issues.
* Monitor contractor performance to ensure compliance with all contractual terms and conditions. Communicates with procurement manager on recommendations to resolve vendor performance issues.
* Create and update vendor database files.
* Initiates and processes requests for quotations for department purchases
* Satisfactorily complete training objectives, demonstrating skills, knowledge and abilities required to perform procurement responsibilities and obtain certifications.

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| **AL Futtaim Carillion**  **Job Title: Plant and Transport Logistics Controller** | **September 2007 to December 2010** |

* Closely coordinated with all departments to ensure smooth operation
* To manage site constructive equipments, plant and transport items.
* Maintaining hire/off hire records, utility summary, diesel consumption and monthly accruals
* To carry out day to day administrative work in the office.
* Arranging vehicle road permits.
* Equipments registration renewals, vehicle repairs and breakdowns summary.
* Maintain proper filing systems for both incoming and outgoing correspondence.
* Access mentor software, data entry works, mails, faxes proper distributions.

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| **LE- Meridian Residency Banquet**  **Job Title: Banquet Coordinator** | **May 2006 to March 2007** |

* Taking bookings, promoting and selling services to prospective clients.
* Thoroughly describing services outline how the services would be coordinated, advise and make recommendations based on the client's desires and be able to work within various budget conditions.
* Knowledgeable of food preparation techniques and styles as well as liquor laws and regulations.
* Communicating with chefs, food and beverage managers and wait staffs, as well as sometimes interviewing and hiring caterers and instructing their staff.
* Supervises the setting up of facilities, taking care that enough tables, chairs and serving areas are available and arranged for easy access, that name cards are properly placed, linens are clean and that all serving and eating utensils are available. They are watchful that food and drink not run low and that all areas of the banquet facility remain clean and free of clutter
* Aware of all health department rules and regulations pertaining to food service
* Managing office administration and office management.
* Direct florists, caterers, decorators and entertainers on where to deliver, arrange and store items needed for their specific roles in the event.
* Sales, Marketing and coordination with reliable sources.

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| **HSBC Bank**  **Job Title: Administrative Assistant** | **February 2006 to March 2006** |

* Front office handling incoming and outgoing calls.
* Entering customer related information in system.
* General literacy, fast, accurate typing, attention to detail and perform repetitious work.
* Editing processing of invoices and supporting documents.
* Maintains Database and documentation of system programs.
* Typing in data from cancelled checks, time cards, Receipts.

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| **E2E SERWIZOL SOLUTIONS**  **Job Title: Customer Care Executive** | **January 2005 to January 2006** |

* Answer calls and respond to emails
* Handle customer inquiries both telephonically and by email
* Providing business-clients with efficient support – Responded to phone calls, emails, and in-person requests
* Manage and resolve customer complaints
* Complete call logs and produce call reports
* dentify and escalate priority issues to top management
* Counseling and arranging the new course within the team
* Maintaining Team attendance and performance
* Giving information to customers related Tata wireless phone products.
* Follow-up on job progress and update customers accordingly
* Effectively manage and solve customers’ complain
* Contacting technical service team/service providers for trouble shooting
* Feed and update customers’ information in the system
* Attending seminar on weekly basis to provide information to superior about frequent customer problems and try to resolve the problem
* Build and maintain effective work relationships with operational colleague and technical staff

**ACADEMIC QUALIFICATIONS**

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| **Bachelor of Science**  **(REGIONAL INSTITUTE OF EDUCATION, NCERT)** | **BHOPAL UNIVERSITY** | **YearCompleted: 2004** |
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| **National Cadet Corps**  **(UNIT 4MP GIRLS BN)** | **BHOPAL UNIVERSITY** | **Year Completed: 2004** |
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**PROFESSIONAL DEVELOPMENT**

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| **Passenger Service Agent** | **ITI Institute,DUBAI,UAE** | **Year Completed: 2010** |
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| **AutoCAD 2D Level** | **Zaabeel CAD Center Institute, Dubai,UAE** | **Year Completed: 2007** |
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| **Aviation, Hospitality and Travel Management with Galileo and Fidelio** | **FRANKFINN Institute** | **Year Completed: 2006** |
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**PERSONAL DETAILS**

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| **DATE OF BIRTH:** | 22nd March 1983 |
| **MARITAL STATUS:** | Single |
| **LANGUAGES KNOWN:** | English, Hindi |
| **HOBBIES:** | Swimming, Gardening, Playing Volley Ball, Internet Surfing, Listening to Soft Music |
| **DRIVING LICENSE:** | UAE Driving License |