

**DINO**

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| **BUSINESS DEVELOPMENT | STRATEGIC PLANNING | SALES OPERATIONS |** **RETAIL MARKETING | CUSTOMER SERVICE** |

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| **Seeking a challenging position that will help me contribute to the company with my expertise in the field of Operations/Sales and Customer Service. With 6 years of work experience, training and acquitted skills to positively influence company’s performance, operations and profitability.** |

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| **area of expertise** |

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| * Business development.
* Complaint handling and resolution.
* Customer service management and enhancement.
* Negotiation and persuasion.
* Presentation and analytical report writing.
* Record keeping and database management.
* Customer relationship.
 | * Team building and management.
* Front-end supervision.
* Market analysis/survey and relationship building.
* Revenue generation.
* Stakeholder management.
* Sales operations.
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| **PROFESSIONAL EXPERIENCE** |

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| **Designation** | **Business Development Manager** |
| **Responsibilities**  • Meet prospective client for promoting the various activities carried out by TRC PAMCO. • Preparing proposals and following up on them. • Empaneling TRC PAMCO with the Central bank of UAE, various financial institutions, Free zone and other statutory authorities. • Liaison with various bankers, Free zone officials etc for developing business. • Representing TRC PAMCO in various business networking events. • Updation of the TRC PAMCO website and empaneling the firm in various websites. • Carrying out all web-based marketing. • Liasioning with various Free zone/Government agencies for incorporating Free zone entities and limited liability companies. • Co-ordinating between the TRC PAMCO team and clients to ensure that the clients requirements are met, • Follow up with clients on ascertaining their feedback on TRC PAMCO work performance. • Representing the Firm in various networking forums like BBG, IBPC etc. • Carry out miscellaneous company formation activities as & when required. |

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| **Designation** | **Business Development Officer (WPS and Payday Finance)** |
| **Responsibilities** * Responsible for accruing corporate's WPS salary transfers.
* Accountable for developing business through all potential customers.
* Generating new business by providing micro loans and advances to payroll customers; generating new company’s customers and maintaining old customers of corporate's.
* Reviewing application documents with accuracy, verifying income and employment history.
* Analysing customer documents for compliance with company policy and ensuring all required documents are included in the application.
* Assess and evaluate customer's financial needs to ensure all conditions are fulfilled as per bank policy.
* Input client information into ICE software and generate individual credit reports.
* Following AML policies of the company and strictly adhering to rules as per the policy.
* Solving discrepancies and supporting team to achieve monthly targets.
* Achieving monthly targets consistently.
* Responsible for preparing sales performance reports every month.
* Maintaining good relationship with HODs and Coordinators to achieve the numbers.
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| **Company** | **REDHA AL ANSARI EXCHANGE** |
| **Period** | **January 2015 - July 2016** |
| **Designation** | **Business Development Officer - WPS Sales , Marketing** |
| **Responsibilities** * Accountable for handling corporate sales and retail marketing, such as social media campaigns, promotional activities and organizing events and product exhibitions.
* Responsible to generate sales in the assigned territory or location by sales calls, follow-up, closed sales, and presentations, provide consultation to business owners and decision makers in organizations; recommended company’s payroll solutions and new business opportunities that meet their business needs with the benefits of the solutions well highlighted.
* Conducted several promotional programs in various malls and employee’s accommodations; planned programs to help retail promotion, ensured to maintain detailed record of all activities related to customer; involved in devising and presenting ideas and strategies as an active participant of meetings and presentations.
* Completed competitor analysis by keeping abreast of market trends and competitor moves so as to achieve the market share by increasing growth and profitability, took adequate steps to maintain a balance between the available funds and requirement and meeting pre-set revenue/profitability norms.
* Coordinate with 33 branches across UAE for the sales and marketing of YellowPay payroll services, foreign exchange, money transfer, retail marketing for both corporate and retail.
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| **Company** | **JAISON’S FITNESS FIRST**  |
| **Period** | **July 2012 - October 2014** |
| **Designation** | **Operations And Sales Manager** |
| **Responsibilities** * Responsible for overseeing daily branch operations, at the same time providing professional and helpful support to the customers.
* Accountable for educating customers on product options and managing customer privacy.
* Successfully handling the sales operations of company products and customer feedback.
* Generating business by leveraging existing relationships, prospecting, conducting market analysis and launching campaigns.
* Maximizing sales performance, developing and maintaining efficient and effective reporting systems for tracking prospects from initial enquiry through to close.
* Driving and managing the entire sales process – targeting to top prospects, identifying client solutions, negotiating and closing.
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| **EDUCATIONAL CREDENTIALS** |

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| * **ACAMS (Association of Certified Anti-Money Specialists)**, Emirates Institute for Banking and Financial Studies, Dubai (Currently Pursuing).
* **Master of Business Administration (MBA)** in Finance and Marketing, CMS Institute of Management Studies, University of Bharathiar, India (April 2012).
 | * **Bachelor of Commerce (B.Com)** in Computer Applications, CMS College of Science and Commerce, University of Bharathiar, India (April 2010)
* **Diploma in Business Law,** CMS College of Science and Commerce, University of Bharathiar, India, (April 2010).
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| **Skills** |

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| * Advanced MS Office.
* Sales pipeline management
* T24
 | * Revenue and profit maximization
* Customer satisfaction
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| **Personal Details** |

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| * **Date of Birth:** 27th October 1987
 | * **Linguistic Proficiency:** English, Tamil and Malayalam
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