

**DINO**

**Email:** [**dino.389858@2freemail.com**](mailto:dino.389858@2freemail.com)

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

|  |
| --- |
| **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.** |

|  |
| --- |
| **area of expertise** |

|  |  |
| --- | --- |
| * 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. |

|  |
| --- |
| **PROFESSIONAL EXPERIENCE** |

|  |  |
| --- | --- |
| **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. | |

|  |  |
| --- | --- |
| **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. | |

|  |  |
| --- | --- |
| **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. | |

|  |  |
| --- | --- |
| **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. | |

|  |
| --- |
| **EDUCATIONAL CREDENTIALS** |

|  |  |
| --- | --- |
| * **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). |

|  |
| --- |
| **Skills** |

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

|  |
| --- |
| **Personal Details** |

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