**Jasminder**

J**asminder-391390@2freemail.com**

**Service Supervisor WITH 4 YEARS OF EXPERIENCE IN UAE**

**Diploma – Marketing Strategy and Business Management**



An enthusiastic, positive and motivated professional, who understands that delivering fantastic customer service is the key to generating sales. Always leads by example and has a clear and concise approach to work related issues. Hands-on, organized and capable of balancing daily duties and with the ability to drive a business forward. Outstanding sales strategist, who can deliver revenue growth in highly competitive business markets.

* **Superior proficiency in all areas of Team Leadership** —vision through strategies, tactical plans,compensation programs, communication protocols, and reporting structures.
* **Dynamic record of top performance** in developing a sales force that can achieve aggressivegoals and penetrate untapped markets.
* **Solid leadership competencies** with expertise in the following: new business development andretention, profit and loss accountability, providing staffing support, budgeting and controlling costs and customer service.

**KEY SKILLS & EXPERTISE**



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| **Sales & Marketing** | **Business Development** | **Excellent Communication** |
| ✓ Strategic Planning | ✓ Relationship management | ✓ Excellent Communication |
| ✓ Project Budgeting & Costing | ✓ Negotiation skill | ✓ Time Management |
| ✓ Customer satisfaction | ✓ Revenue & Profit Growth | ✓ Executive-Sales |
| ✓ Cost Control | ✓ Performance Management | Presentation |
| ✓ Procurement | ✓ Positive attitude | ✓ Innovative & Resourceful |
| ✓ Logistics Operations | ✓ Commercial awareness |  |
| ✓ People management | ✓ Administrative duties |  |

*Computer Proficiency:*

* ERP, MS Office Applications (Word, Excel, PowerPoint, Outlook)
* Visual Basic , SQL
* Knowledge of Photoshop
* Knowledge of AutoCAD



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**PROFESSIONAL EXPERIENCE**



**Service Supervisor – Fitness First and Commercial Service UAE**

**Al Khayyat Investments – Fitness – Jebal Ali , UAE** **Feb 2018 – Present**

***AKI Fitness*** *focuses on top-end facilities in the commercial sector for such outlets as hotels and wellness/spas,**universities and schools, property developments, corporate, sports clubs, the rehabilitation and health industry, government and military, staff accommodation, and private clubs.We are one of the world's largest distributors of Life Fitness products, outside territories where it sells direct.*

***BeFit****, the retail operation, targets upmarket residential customers seeking personalized service and equipment with**features to make home training more convenient.*

**Responsibilities**:

* Sole Coordinator for Fitness First UAE via AKI – Fitness.
* All Clubs Maintenance and equipment's issues were reported to me and it was my responsibility to arrange technicians to diagnose and arrange repairs or parts as required.
* Supervision of complete Service Team of AKI – Fitness (Commercial & Fitness First)
* Managed 25 technical staff.
* Preparing Daily Schedule including general service, inspections, invoice submissions, contract collections/submissions, Payment collections with receipts.
* Scheduling Preventive Maintenance teams to carry out AMC’s as per scheduled dates and revert with reports.
* Maintaining service standards with Fitness first and general service requests (walk-ins and calls)
* Managing any issues of my technical staff HR related or general.
* Monthly Reports for our Manager on general performance of the team.
* Site supervision for projects (Flooring/Installation/AMC).
* Drafting quotations for parts, machines or general services in coordination with our Service Manager.
* Providing weekly reports to Fitness First about maintenance done, parts quoted for, parts installed.
* Tracking competition of LPOs as sometimes parts were not in stock.
* Monthly Club wise report of number of complaints – Attended, Pending, Waiting on parts with time line of when the jobs will be completed.
* All HR related requests, issues or general issues i was responsible for my team.
* Coordinating with Installation team if ever there was shifting or installation of new/old equipment in any Fitness First Club.
* Invoicing of all completed LPO’s Shifting or Equipment sold to Fitness First and Tracking for payments after credit period.
* Executing Buy Back options for Fitness First Via our Retail outlet (BeFit).



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**Administrative Assistant**

**Continental Pools And Technical Services L.L.C.– Dubai, UAE** **Jul 2017 – Apr2018**

Responsibilities:

* Organize and schedule meetings and appointments
* Establish and employ a management oversight process to regularly assess both individual and group performance relative to overall goals and objectives and develop any corrective actions necessary to ensure sales objectives are met on a consistent basis.
* Provide weekly, quarterly, monthly and yearly status reports of field sales activities and achievements vs. stated goals.
* Review sales reports to analyse account trends to ensure the alignment of sales performance and sell through results.
* Establish rapport with potential and actual clients to build the business and generate sales.
* Providing sales support during virtual and on-site client meetings.
* Liaising with both current and potential clients to develop existing and new business opportunities.
* Identifying the customer's current and future requirements.
* Reviewing client drawings, plans and other documents to prepare detailed technical proposals.
* Managing and coordinating delivery of material to projects and after-sales support services.
* Preparing and presenting potential cost benefit analysis to potential clients.
* Conveying customer technical requirements to the Internal Engineering teams.
* Maintaining professional working contact with key suppliers and third parties.

**Client Service Executive**

**Atlas Group – Dubai, UAE** **Feb 2016 – May2017**

*Established over two decades ago, the Atlas Group of companies has been at the forefront of traditional and digital printing solutions not only in the UAE where we have our headquarters, but also in Kenya and India where we have satellite offices. Their multifaceted business strategies have helped them carve a niche in the cut-throat printing industry. Today, the ISO-certified Atlas Group stands head and shoulders above the competition as it continues to implement new techniques and technologies to keep abreast of global industry trends.*

Responsibilities:

* Establishing new, and maintaining existing, relationships with customers.
* Managing and interpreting customer requirements.
* Calculation of cost benefits that would determine the profits.
* Making technical presentations and demonstrating how a product will meet client needs.
* Coordinate with overseas principals for product improvement by providing market feedback.
* Perform sales activities on major accounts and negotiates sales price and discounts.
* Manage personnel and develops sales and sales support staff.
* Accurately forecast annual, quarterly and monthly revenue streams.
* Develop specific plans to ensure revenue growth in all company’s products and services.
* Provide quarterly results assessments of sales staff’s productivity.
* Coordinate proper company resources to ensure efficient and stable sales results.
* Formulate all sales policies, practices and procedures.
* Assist sales personnel in establishing personal contact and rapport with top echelon decision-makers.
* Collaborate with the head of Sales to develop sales strategies to improve market share.
* Interpret short and long-term effects on sales strategies in operating profit.



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* Collaborate with the Head of Sales to establish and control budgets for sales promotion and trade show expenses.

**Operations Assistant**

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| **Standard Chartered Bank – Dubai, UAE** | **July 2013 – Feb 2014** |
| Responsibilities: |  |  |

* Discuss with the team and plan the project time-line
* Team motivation and maintain office decorum.
* Maintain and generate daily reports and present to line manager.
* Weekly team meetings to met goals and co-ordinate job roles.
* Co-ordinate with customer care department for clarification for any queries.
* Generate utility payment reports from the SCB customer database.
* Programme and implement new SCB customer debit card data for card embossing.
* Generate monthly Project summary and track project schedule.
* Support Daily Debit Team
* Generate documents and validate SME Account Closure.

**EDUCATION/ CERTIFICATION**



* **Bcom (Computer Applications)** (Mahatma Gandhi University, RAK,UAE)
* **EduQual Diploma (Business Management)** (Cromwell UK University, Sharjah. UAE)
* **Pearson BTEC Lvl 7 Diploma (Strategic Management and Leadership)** (Cromwell UK University, Sharjah.UAE)

**PERSONAL DETAILS**



Age, Marital status Nationality

: 25, Single

: Indian

Languages known

Driving License



: English, Hindi, Urdu and Punjabi

: Valid UAE Driving License

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