

**Faiz**

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***Current Location:Dubai, UAE (Visit Visa)***



**Professional Profile**

* **10+ Years of Sales experience in UAE & India and holding Valid UAE Driving License**
* An astute professional in sales & marketing management in manufacturing & engineering products.
* Ability to demonstrate products and services in professional manner and ensure greater customer experience.
* Well organized and proactive in providing timely, efficient and accurate support to the Senior management and colleagues.

***Key Skills***

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| #Sales | #Business Development | #Multitasking |
| #Time Management | #Customer Support | #Teamwork |
| #Risk Management | #Quality Assurance | #Interpersonal |
| #Accountability | #Negotiation | #Integrity |
| #Project Managemnet | #Business Forecast | #Project Sales |
| #Project Coordination | #Customer Relation | #Customer Services |
| #Vendors Management | #Follow-ups | #Payment Collection |
| #Timeline | #Leads Generation |  |

***Career Summary***

**October 2018- July 2019 as Sales Manager in India**

***Key Deliverables***

* Generated business from various channel partners while establishing healthy business relations with vendors for securing repeated business & long term customer loyalty.
* Liaised with clients to identify and define requirements, scope and objectives, Assigned tasks to internal team and assisted with schedule management.
* Make sure that clients needs are to meet as projects evolve.
* Monitored sales progress and handle any issues that arise. Act as point of contact and updated status to all participants.
* Identify research, analyze new businesses and products while evaluating the business and realized its full potential by using tools such as marketing, sales & customer service.
* Continuously building rapport to the vendors, with frequent visits and follow ups.
* Review each commercial offer and bring appreciated margin set by management during commercial negotiations in coordination with senior management if required.
* Preparation of Payment schedule for all vendors and assured payments are being done according to the quotations and inline with payment terms.
* Monitored sales progress and stay abreast on company climate and culture, ensuring it stays positive and productive.
* Weekly meeting with sales team to see their progress.

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* Motivate sales team and aware about market competition. Arrange product training for new product line and updates.

**Reported to Area Sales Manager**

**May 2015-August 2018- as Project Coordinator in Pumps Division**

***Key Deliverables***

* Responsible for all Project Admin / Project Coordination related works - First class reporting on all projects status and projects related activities to division manager.
* Anticipated each new opportunities and projects across the region which includes, contractors visit, generating new enquiries, sending quotations, follow-ups with contractors on techno-commercial offer and closing deals with appreciated margin.
* Liaised between contractors/clients. Performed document control functions in accordance with company policy and procedures, including tracking of submittals, compose agreements and maintain project expediting list. Follow ups and monitoring of production and invoicing. Managing monthly Invoicing. Updating and creating Daily/Weekly/Monthly Reports.
* Rigorous Follow up with contractors for quotations to materialize into orders & achieving the sales targets by persuading customers that product or service best satisfies their needs in terms of quality, price and timely delivery.
* Attended & coordinated multiple weekly project meetings and preparation of MOM (minutes of meetings).
* Worked closely with division manager to discuss new opportunities across the region from tender/ Job in hand stages.
* Liaised with Finance department to assure payment records are correct and inline with contracts/ quotations.
* Responsible for maintaining a good filing and document control for project related documents such as approved quotations, technical submittals, LPOs and contract copies etc.
* Arranged technical submittals for timely submission as per the project timeline.
* Follow-ups on material submittals for any further technical clarification with contractors and consultants to get it approved.
* Follow-ups for LPOs after getting approval then let LPOs to be processed by operations team.
* Let customers know about expected date of delivery periodically to ensure their timely project completion.
* Arranged all necessary documents E.g.; Warranty certificates, Test certificates etc.
* Coordinated with Principal Company (Xylem), knowing contractor’s requirement by attending job explanation meeting and site visits. Prepared techno-commercial offers for customers.
* Ensured pumps delivery in timely manner in coordination with operations manager.
* Arranged product training from principal company (Xylem) for new joiners.
* Updated and explained about the letters with division manager and prepared letter for any clarification required by contractors/consultants on special request.
* Updated orders through ERP system (Orion) for internal record and informed the same to the various departments (Operations, Finance, Logistic, etc) for further processing.
* Arranged the FAT to visit the client representatives /consultants/ buyers after production notification from the principal (Xylem) company if required.
* Attended and participation in the seminars, new products training and promotions and met with Principal representatives from all over the globe.
* Coordinated production manager to arrange testing & commissioning engineers to the site when required as an important part of project cycle.
* Continously educate employees on company policies (leave policies, appropriate dress and social media permissions, etc.) and keep employees handbooks.
* Direct all hiring and training procedures for new employees.
* Foster cross-functional relationships and ensure managers and employees are properly connected.
* Regularly meet with employees for progress reviews and assessments, discussing any problems or grievances they may have.
* Promote a positive and open work environment where employees feel comfortable speaking up about their ideas.
* Supervised Sales coordinator, Secretary, Operations executives, Application engineers, Operations engineers and Sales engineers. Ensured they are assigned and carried out proper tasks.

**Reported to Division Manager**

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**September 2012 – April 2015 - as Sr. Membership Consultant**

***Key Deliverables***

* Offered and provided friendly services to the customer based on the needs analysis and questionnaires-ensured memorable membership experience.
* Promoted and sold club membership to both B2C and B2B (Corporate) customers.
* conducted sales tours of the facilities and give guidance to prospective customers on the type of membership category best suited to their needs and requests as directed by the Company standard.
* Maintained customer database for follow ups and booked appointments as per their convenience.
* Responsible for the administration of membership paperwork and to ensured that it is processed accordingly.
* produced an individual monthly sales plan to achieve preset sales targets.
* Achieved on a daily basis standards and target, as set down by the company with regards to Key performance indicators:Tour to sale, Calls to appointment, POS referrals, completed calls, new leads.
* Ensure that full auditable procedures and practices are in place for processing, storage and management of member information including financial information.
* Contribute to membership campaigns / adverts / offers at aimed at raising Fitnesfirst’s fitness services profile and maintaining the branded image of these services.
* Updated daily sales functions to General Manager.
* Assisted with the merchandising and floor moves for lead generation.
* Conduct telephonic enquiries / club tour using established system.
* Generated and yielding membership**,** sales through promotion and advertisement.
* Enforced and implemented marketing plan that include outside sales, prospecting, tours and presentation.
* Completed all formalities of a member that joins / transfers / renews his/ her membership.
* Served and assisted all members and staff with exceptional customer service and integrity.
* Made regular weekly/ monthly reports.
* Focused on revenue generated target.
* Generated leads from various resources i.e POS referrals, In-house lead generation, outdoor lead generation system.

**Reported to Club General Manager**

**August 2009 – July 2012 –Sr. Sales Executive**

***Key Deliverables***

* Attended all walk-ins customers and sell personalized laptops/computers as per their need.
* Up sold operating system, Antivirus, application software and damage protection warranties etc.
* Provided technical support and troubleshoot if any issues occur to gain confidence from customers.
* Lead generation and ask for references for new prospects.

**Reported to Area Sales Manager**

**ACADEMIC DETAILS**

* BITM **(Bachelor of Information Technology & Management)** 1st division from Utkal University, Orissa- India in 2003
* I.Sc (Intermediate of Science) 1st division from BIEC in 2000.

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|  | **IT SKILLS** |
| **Operation System** | Microsoft, Linux & DOS. |
| **Package** | Microfoft office, Acrobat Reader |

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| **Personal Details** |  |  |
| **Nationality** | | Indian |
| **Passport** | | valid till 25/05/2024 issued from Dubai (UAE) |
| **Driving license** | | **UAE & India** |
| **Notice Period** | | **Immediately (Visit Visa till 25th November 2019)** |
| **Languages** | | English, Hindi, Urdu |
| **Date of birth** | | 28th February 1981 |
| **Marital Status** | | Married, Having two kids. |
| **Hobbies & Interest** | | Playing Cricket. |

**Signature**

**Date**

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