** Nazaket**

**Sales Manager/Relationship Manager**

**Summary**

I consider myself a responsible, creative, with initiative and punctuality, I accept with pleasure the challenges and goals that your organization could assign me, with good handle of the interpersonal relationships, ability to work in teams, ability to work under high pressure, so as to solve problems eﬃciently and achieve the goals set by the company and my work group. Right now I am looking for a suitable position with an organization where I can feel to boom up my skills and want to work as a team player.

**Skills**

Communication | Complaint Investigations | Customer Analysis | Good Interpersonal Skills | Microsoft Oﬃce | Operational Control | Problem Analysis | Retail Sales | Self Motivated | Strong fallow-up | Team Management Skills

**Experience**

Jan 2018 - Dec 2019  **Sales Manager/Relationship Manager**

Rawalpindi, Pakistan

 Managing organizational sales by developing a business plan that coverssales, revenue and expense controls.

 Ensure outstanding customer satisfaction by maintaining strong working relationships.

 Overseeing the activities and performance of the sales team, Coordinating with marketing on lead generation.

 Developing our sales team through motivation, counseling andproduct/service knowledge education.

 Promoting the organization and Services.

 Understand our ideal customers and how they relate to our services.

 Eﬀ ectively communicate the value proposition through proposals and presentations.

 Design and implement a strategic business plan that expands

company’s customer base and ensure it’s strong presence.

 Recommend, select and help locate the right merchandise. Advises customers by providing information on products.

 Guide and lead team members to deliver products/services that meet or exceed the customer requirements.

 Manage and train resources to ensure quality and consistency of service to customers.

 Provide proper refund and compensation to customers on time.

 Assist sales team in business acquisitions, planning, retention and management.

 Maintain complete and accurate customer correspondence data.

 Managing client relationships to build a reputation for excellent service and generate repeat business.

 Negotiate and manage agreements through the business contract process.  Identify and develop problem-solving methodologies to resolve customer issues.

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| Oct 2016 - Nov 2017 | **Senior Sales Executive (Retail/Wholesale)** |



Malmo Mobile Phones Dubai, UAE, Dubai, United Arab Emirates

 Develop and implement new sales initiatives, strategies and programs to capture key demographics.

 Prepares reports by collecting, analyzing, and summarizing information.

 Maintains quality service by establishing and enforcing organization standards.

 Plan to ensure achievement of divisional and personal target, aligning with company sales policies and strategies.

 Assess the strengths and weaknesses of the sales team and manage the sales program accordingly.

 Provide on-the-ground support for sales associates as they generate leads and close new deals.

 Cultivating solid relationships with major customers to ensure a continuous flow of sales revenue.

 Meet with customers to discuss their evolving needs and to assess the quality of our company’s relationship with them.

 Maintain data relative to partners, accounts and activities and will document customer interactions.

 Mentor team members and teach improved processes in order to enhance staﬀ accomplishments.

 Conducting in-depth research on competitors' products, pricing, and market success to gain insight into customer preferences and interests.

 Contribute to team eﬀ ort by accomplishing related results as needed.

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| Mar 2014 - May 2016 | **Sales Executive (Retail)** |

Universal Clothing LLC Dubai, UAE, Dubai, United Arab Emirates

 Welcome customers by greeting them; oﬀ ering them assistance.

 Actively seek out new sales opportunities through cold calling, networking and social media.

 Investigate leads and find out about them as much as possible before contacting.

 Consult with sales and marketing team to ensure the eﬃciency.

 Prepare and deliver appropriate presentations on products and services.

 Create frequent reviews and reports with sales and financial data.

 Assisting newly-recruited or less experienced Sales Representatives in answering technical questions posed by customers.

 Ensure the availability of stock for sales and demonstrations.

 Participate on behalf of the company in exhibitions or conferences.

 Negotiate/close deals and handle complaints or objections.

 Identifying promising prospects through cold-calling, networking, and customer referrals.

 Help management in forthcoming products and discuss on special promotions.

 Display eﬃciency in gathering market and customer info to enable negotiations regarding variations in prices, delivery and customer specifications to their managers.

 Set up meetings with potential clients and listen to their wishes and concerns.

 Ensuring that all sales administration and customer service activities run smoothly.

 Build and maintain long-term relationships with current clients and their management teams by providing information, guidance, and support; recommending service and profit improvements; and recommending new opportunities.

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| Oct 2009 - Oct 2013 | **Sales and Customer Services (Front Desk Oﬃcer)** |



PC(Pearl Continental) 5\* Hotel, Muzafarabad, Pakistan

 Register guests and assigns rooms.

 Answer all client questions and incoming calls.

 Uses suggestive selling techniques to sell rooms and to promote other services.

 Prepare outgoing mail by drafting correspondence, securing parcels etc.

 Register guests and assigns rooms, accommodates special requests whenever possible.

 Motivate the staﬀ to work in a team to achieve the organizational objectives.

 Reports any unusual occurrences or requests to the manager.

 Assist in making meeting room reservations, catering arrangements and travel bookings.

 Notify Security Oﬃcer about unescorted guests and emergency situations. Assist

 in making meeting room reservations, catering arrangements and travel bookings.

 Operate and maintain oﬃce machines including printers, copiers, and fax

 Maintain reception area clean and organized.

 Ensure in compliance with company rules and regulations.

 Notify Security Oﬃcer about unescorted guests and emergency situations. Assist  in issuing guest passes and employee ID cards.Assist in making meeting room reservations, catering arrangements and travel bookings.

**Education**



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| 2008 | **Stevens College of Technology and Management London,UK** |

Diploma , PGD

Hospitality & Tourism Management

Completed

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| 2005 | **University of the Punjab Lahore,Pakistan** |

Bachelors in Commerce , graduate Accounting

/Banking /Business

Grade: B

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| 2003 | **The Minhaj College Lahore, Pakistan** |
|  | Intermediate/A-Level |
|  | Computer Science |
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**Languages**

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| --- | --- | --- | --- |
| **Arabic** | **English** | **Hindi** | **Urdu** |
| Beginner | Expert | Expert | Expert |
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I am available for an interview online through this Zoom Link <https://zoom.us/j/4532401292?pwd=SUlYVEdSeEpGaWN6ZndUaGEzK0FjUT09>