

Gulfjobseeker CV No: 993126

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**CAREER OBJECTIVE**

Seeking a challenging position where I will utilize my personal capability, skills and support my duties to the best of my capabilities and to learn through new experiences.

**ATTRIBUTES**

* The ability to identify actions necessary to complete tasks and obtain results within a specified time-frame.
* Identifies and acts on removing potential obstacles to successful goal attainment.
* The ability to prioritize and complete tasks in order.
* The ability to interact with others and working as a team towards achieving a set goal.

**SUMMARY OF SKILLS**

* Retail & exports sales in electronics & IT products.
* Business Development (B2B, B2C)
* Business Communication Skills
* Networking, Hardware & software skills.
* Programming (visual basic)
* Hospitality - Customer care/service

**OTHER SKILLS**

* Excellent command of both written and spoken English
* Excellent practical skills in computer applications
* ERP, Quick-books, Word processing, database and spreadsheets.
* Excellent skills in customer service.
* Communication and presentation skills
* Leadership & organizational skills
* U.A.E **Driving Licence** LMV

**Training and Certification**

* Apple product knowledge/sales (**Arab Business Machine U.A.E)**
* Microsoft (Hardware and software) skills, Intel training **(Microsoft Middle East)**
* Sony vaio specialists **(Sony Gulf)**
* Windows platforms, processer Family and Generations (**Intel U.A.E)**

**ACHIEVEMENTS**

* Developed long productive relationships with customers and workmates.
* Acquired excellent skills in solving customer problems.
* Learned to have Patience, tactful, courtesy and always focused.
* Ability to negotiate and persuade customers.
* Understanding customer needs and guaranteeing delivery of company commitment.

**Working Experience**

***August 2014- to DATE - MTC (Memory Technology Middle East)***

 ***Business Development Mgr***

* *Handling exports sales on IT products and accessories.*
* *Business development and market research.*
* *Developing new market segments / accounts.*
* *Liaising with forwarders for efficient and timely shipments.*
* *Handling customer accounts new and existing.*

***March 2013 to July 2014 - Gulf Shadows Computer Systems U.A.E (Dubai)***

***Territory Sales Executive***

* Handling sales on electronics/IT products (Laptops, Desktops, Computer Components, Tablets, accessories)
* Identifying and developing new market segments through personal visits, cold calling, trade exhibitions and maintaining good customer relationship.
* Preparing customer quotations, sales orders and follow up cash collections and bank transfers.
* Ensuring that targets are met through promotions as well knowing market trends through customer interactions and market research.
* Meeting deadlines in terms of stock deliveries and follow ups on vendors, logistics and forwarders.
* Managing Accounts both existing and new entries as well making follow up on payments

***14. July 2008- Dec/2012 SHARAF DG LLC. U.A.E.***

***Senior Sales Executive (IT)***

* Electronics &IT Sales (Printers, laptops, apple products, desktops, tablets, PDA’s, GPS Navigations and accessories)
* Ensure that each customer receives outstanding service by providing a friendly environment.
* Closing sales, cashiering.
* Maintain an awareness of all promotions and advertisements.
* Assist in floor moves, merchandising, display maintenance and replenishment.
* Handled ordering, checked deliveries.
* Communicate customer requests to management.
* Offering technical support whenever needed.
* Representing the company as department in charge in electronic exhibitions e.g. (GITEX)

***Jan 2007-Dec 2007 - TELKOM TELECARE CENTER (KENYA)***

**IT SUPPORT TECHNICIAN**

* Designing and installing computer systems.
* Responsible for routine maintenance and network efficiency,
* Managing Network/Internet security
* Provide technical assistance and support to customers & end users
* Monitoring (WAN/LAN), network segments and servers.
* Interpret problems and provide technical support for hardware, software and systems

**2006 Aug ALTERNATIVE TECHNOLOGY SUPPLIES**

Digital Data management & archiving

**ACADEMIC QUALIFICATIONS**

**2000 July- 2004 Dec - Strathmore University Nairobi Kenya**

**Majored in Information Technology**

**Modules: -**

* Information systems management
* Micro-computers and networked systems configuration(LAN,WAN)
* Computer Programming using visual basic 6.0
* Business Communications.
* Basic Accounting (Financial, Costing)
* Hardware/software maintenance.
* Basic computer applications, Internet and email.

**2008 Jan Coffee Research Institute**

Attendance Certificate in:

* Sales and Marketing.
* Management skills

**2005 Kenya Utalii College – Service Techniques**

* Customer care skills
* Sales and Service Techniques
* Food and Menu Knowledge
* Business Arithmetic and cashiering

**2002 Dolbet Multimedia Center**

**Certificate in: - Computer application Packages**

Windows, word processing and spreadsheet, Database

Management

**1996 - 1999** **High School Education** – Kangundo Boys High School

Certificate in:-

* Kenya Certificate in Secondary Education

(“O”) Levels

**HOBBIES**

Reading, socializing, listening to music.

**REFFEEES**

Upon Request