CRAIG

[CRAIG.324957@2freemail.com](mailto:CRAIG.324957@2freemail.com)



***CAREER OBJECTIVE:***

Being a very ambitious person, with set goals in my life and the ability to reach the highest pinnacles in my career field, I want to join an organization which will provide me with opportunities to grow, offer challenges, enhances my skills with due trainings and at the same time recognize my efforts and potential.

*WORK EXPERIENCE:*

1. SHEilds Ltd. (Dubai, UAE)

*Senior Course Advisor* | Duration: September ’13 to October’16

*Duties Included:*

* Contacting potential candidates for the courses.
* Guiding and convincing them to enrol.
* Personally meeting students and corporate companies to get them to choose our company over others with regards to price and quality of service.
* Meeting Targets as a company.

My Major Achievements:

* Achieved target in the 3rd month of joining.
* Employee of the month for 3 consecutive months.
* Promoted from Course Advisor to Senior Course Advisor in less than a year.
* Trained new employees and assessed them based on their performance.
* Assigned to China and Abu Dhabi to promote SHEilds at Expo’s due to individual performance.
* Assisted the Dubai Team to meet the highest group target.

1. Yrals Digital India Pvt.Ltd (Mumbai, India)

*Client Servicing* | Duration: February ’13 to August ’13

*Duties Include:*

* Thoroughly managing and maintaining the content and designs of our Client’s Web Pages on various social media platforms like Facebook, YouTube, Twitter etc.
* Direct one-on-one coordination with the Clients, regarding their issues, queries and approvals of the content on their media pages.
* Coordinating with the various Social Media Teams (Content, Design and Engagement) within Yrals to provide the right information and services for the Clients.
* Generating Audit Reports to monitor Yrals’s market progress and customer satisfaction.
* Briefing the Clients on how to navigate through Yrals’s in-house Content Management Tool. for approvals and feedbacks.
* Managing Value Added Apps on social media pages.

*My Major Achievements:*

* Handled and managed 24 Clients since joining the Company.
* Trained 1 Junior Client Servicing Executive to join the team.
* Involved in content creation and implementation of Automated Emails for the Company.

*Reporting to:*

Client Servicing Manager (Team Lead).

1. Allerx Cleaning Services L.L.C (Dubai, U.A.E)



*Marketing Intern* | Duration: June ’12 to August ’12

*Duties Included:*

* Product Development and Presentation to prospects.
* Market Data Analysis.
* Market Segmentation.
* Approaching customers to purchase the service.
* Contributed to the improvement of the Company’s brochures and the website.

*ACADEMIC QUALIFICATION:*

* *Executive Masters of Business Administration -* SP Jain Dubai, from June 2016 and currently ongoing.
* *Bachelor of Business Management Studies* - Bharatiya Vidya ‘Bhavans’ College, Mumbai, India - Year 2012.
* Higher School Certificate Examination (12th Grade) - Emirates English Speaking School, Dubai - U.A.E. under the Central Board of Secondary Education (CBSE) - Year 2009.
* *Secondary School Examination (10th Grade)* - Emirates English Speaking School, Dubai - U.A.E. under the Central Board of Secondary Education (CBSE) - Year 2007.

*PERSONAL INFORMATION:*

* **Driving License** : Yes
* ***Visa Status*** *:* Free Zone Visa
* **Nationality**: Indian
* **Date of Birth**: 12th November 1991
* **Marital Status**: Single
* **Languages known**: Fluent in English & Hindi