**ELVIS**

**ELVIS.355475@2freemail.com**

***Senior level professional with over 5 years*** proven experience in sales and retail management, Strategic planning, Customer relationship management, Sales, Business development, Training & development and Resource Management. ***seeking for a challenging assignment as an***

**Document Controller**

**Educational qualifications**

* Diploma (Foundation in Travel & Tourism with Amadeus from Syscoms Technological Institute, Abu Dhabi, UAE in 2016
* PSA (Passenger Service Agent) Diploma from Amadeus from Syscoms Technological Institute, Abu Dhabi, UAE in 2016
* Bachelor of Agriculture (B. Agric.) Rural Sociology & Extension from Micheal Okpara Federal University of Agriculture Umudike Umuahia, Abia State. Nigeria in 2012.

**PROFESSIONAL SYNOPSIS**

* Looking after end-to-end management of Sales & finance department as per schedule and ensuring timely completion & delivery of work to management
* Investigating and solving problems, which may be complex or long-standing problems
* Monitoring progress as per scheduled deadlines for various tasks and taking necessary steps to ensure completion within time, cost and effort parameters
* Ensuring that all activities are carried out as per the requirements of organizational policies
* Identified / analyzed current & future customer requirements by establishing rapport with them
* Monitoring progress as per scheduled deadlines for various tasks and taking necessary steps to ensure completion within time, cost and effort parameters
* Providing information by collecting, analyzing and summarizing trends
* Adept at giving administrative & secretarial support involving handling of top & confidential correspondence, documents flow, attending visitors and forward various queries to relevant departments / staff
* Meeting sales financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances and initiating corrective actions
* Ensuring that all activities are carried out as per the requirements of organizational policies
* Mentoring & monitoring the performance of staff to ensure efficiency in process operations and meeting of targets.
* Creating and sustaining a dynamic environment that fosters development opportunities and providing necessary training to ensure high performance amongst team members
* Understanding the goals of the organization and developing a clear vision of exactly how operations will help achieve them
* Inspiring & decisive team manager and collaborative player with strong liaison, communication, interpersonal and problem solving skills; and ability to expedite cross-functional dependencies

**AREAS OF EXPERTISE**

Sales Management Cost Optimization Cash Management

Strategy Planning Customer Management Client Relationship Building

Team Management Market Intelligence Business Development

**Experience Summary**

**Senior Sales Associate/ Cashier in charge | Apparel LLC, Dubai, UAE. Since Sept. 2015**

**RESPONSIBILITIES**

* Spearheaded various aspect of group customer improvement program, defined/ implemented consistent improvement strategy
* Enhanced client satisfaction through prompt resolution of issues and qualitative service delivery
* Maintained updated documentation and follow up on customer issues aimed at effective resolution
* Pleasantly deal with customers ensuring satisfaction of needs and pleasant experience
* Scan goods and collect payments and handle cash transactions with customers
* Issue receipts, refunds, change or tickets
* Make sales referrals, cross-sell products and introduce new ones
* Keep reports of transactions ensuring timely and accurate recording of transactions

**Administrative Assistant | Ministry of Agriculture & Nat. Resources, Nigeria May 2013 –Jun 2015.**

**RESPONSIBILITIES**

* Was responsible for all administrative work and maintained resource database
* Answered and directed phone calls and scheduled appointments
* Planned meetings and took detailed minutes
* Managed email, correspondence memos, letters, faxes and forms
* Assisted in the preparation of regularly scheduled reports
* Developed and maintained a filing system
* Updated and maintained office policies and procedures and ensured compliance with same
* Ordered office supplies and research new deals and suppliers
* Maintained contact lists and booked travel arrangements
* Submitted and reconciled expense reports
* Acted as the point of contact for internal and external clients
* Liaised with executive and senior administrative assistants to handle requests and queries from senior managers

#### Monitoring & Evaluation Officer | Agricultural Development Program (CRADP) May'2011 –Apr'2013

**ACCOMPLISHMENTS:**

* Monitored and evaluated overall progress on achievement of results;
* Monitored the sustainability of the project's results
* Provided inputs, information and statistics for quarterly, annual and other reports
* Assisted in coordinating across the available components of the Project to ensure effective implementation of M&E;
* Assisted the project personnel with M&E tools and in supporting them in their use.
* Designed and conducted research; and developed testing procedures for assessing quality;
* Assisted and trained staff in data collection, entry, cleaning, and reporting; and ensured accuracy of data collection & quality of data processing

**TECHNICAL SKILLS**

* MS Office
* Internet Applications

**~References Available On Request~**