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| **Geoffrey** ***Sales & Marketing / Customer Service Professional*****E-mail:** Geoffrey.378516@2freemail.com  |  |

**Profile Synopsis**



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Enthusiastic, Dynamic and Gulf experience professional offering 5+ years of broad experience, skills and peculiarity for a solid career foundation in a progressive enterprise; Possess practical work experience in handling Sales, Customer Service related functions, General Administration and Client relations. Demonstrated competencies in carrying out multiple tasks simultaneously, performing well under pressure, meeting tight deadlines, maintaining strict confidentiality of company records, coordinating with third parties and surpassing performance parameters; Possess enthusiasm, tenacity and initiative in achieving performance goals, desirous for continuous learning with excellent communication, analytical, coordination, organization, time management, problem-solving, interpersonal skills. Seek a solid career foundation and good outcome within growing organization that provides an opportunity for career growth and professional experience.

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| **Strengths** |
| * Accomplished Master’s Degree with 5+ years experience
* Ability to deal effectively w/ phone and email inquiries
* Strategic Planning – Business Development Skills
* Strong Organization/Analytical & Problem-solving skills
* Possess Integrity, Creativity, Honesty & Teamwork
 | * Expertise in Sales & Marketing & Customer Service
* Consumer Research - Competitors Analysis Skills
* Excellent Negotiation/Presentation/Interpersonal Skills
* Superb tolerant & handle pressure w/ ease & efficiency
* Goal oriented – Dynamic – Vibrant Personality
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| **Educational Qualification** |

**Masters Degree in Marketing & Finance –** *Sona College, (Anna University), India* **2010 – 2012**

**Bachelor’s Degree in Commerce –** *Calicut University, India* **2007 – 2010**

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| **Career Snapshot**  |

**Customer Service –** *Albateel Group of Companies, Pvt., Qatar* **Nov 2015 – Nov 2017**

**Sales Executive –** *Coca Cola, Nairobi, Kenya* **Jan 2014 – Sep 2015**

**Customer Care & Sales Supervisor –** *Thairora Enterprises Pvt., Kenya* **Dec 2012 – Dec 2013**

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| **Key Achievements**  |

* Gained 5+ years experience in GCC and Kenya in domains of Sales & Marketing, Business Development, Customer Service and General Administration.
* Played a significant role in increasing client base by 40% to the company by providing the highest level of prompt and friendly customer service.
* Successfully achieved 110% of target in 6 months and increased average order value by 30%. Excellent negotiation, presentation, relationship building, team management and interpersonal skills.
* Demonstrated integrity and strong work ethic in maintaining confidentiality in official records as well as flexibility in working well in cross-functional teams.
* Performed assigned workload with indefinable enthusiasm, commitment, honesty, and dedication and drove towards contributing to continued business growth.

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| **Areas of Expertise**  |

**Sales & Marketing**

* Perform sales & marketing activities effectively to strengthen the company’s image in assigned territory, maintain business volume and gradually speed up business growth.
* Provide strategic and systematic approach on sales and marketing activities for the company.
* Identify business opportunities by identifying prospects and evaluating their position in the industry; researching and analyzing sales options.
* Manage responsibilities related to effective business planning, implementation, supervision and considering corrective actions to stay ahead of competitive markets.
* Sells products by establishing contact and developing relationships with prospects; recommending solutions.
* Set up plans and strategies to develop new business opportunities and ensure business growth.
* Competencies in aggressive sales and marketing, results-oriented client relations, business development, customer service and sales operations.
* Maintain knowledge of all product lines, policies/ procedures and support services of the company. Handle product management, create awareness and heighten brand image in the target market.
* Manage responsibilities related to effective business planning, implementation, supervision and considering corrective actions to stay ahead of competitive markets.
* Negotiate business dealings with local clientele besides strengthening client support, service as well as business operations while developing contacts with key accounts.
* Work alongside with the team in identifying product characteristics that will appeal to consumers.
* Understand the prevailing market trends and issues; analyze its impact towards the business in the long run and further devise strategies to counter any possible business threat.

**Customer Service**

* Responsible for management of day-to-day operations and functionality of Eligibility/Customer Service Department staff.
* Perform the full range of customer service duties; provide customer service and assistance to the public; answer telephone calls, serve as receptionist, screen, and direct calls.
* Apply basic concepts, practices, and procedures for handling client’s complaints while meeting quality standards for customer services. Refer unresolved grievances to the concerned department for further investigation.
* Analyze call center statistics through reporting, monitor, track & analyze call volume, productivity & qualitative metrics.
* Positively demonstrate company Core Values by developing trust and respect among peers and management, working in teams and partnering with others through collaborative work ethics, and driving business results by placing a high priority on detail and accuracy to successfully complete all tasks.
* Maintain records of customer interaction and transactions, document details of inquiries, complaints issues, comments, and actions were taken. Uphold proactive communication with customers through phone, e-mail or regular mail.
* Preserve proper records of incoming and outgoing correspondence, file documents/letters systematically and keep all assigned files up-to-date. Observe strict confidentiality of all company documents and reports.
* Provide first class customer experience resulting in satisfaction, loyalty, and retention. Apply basic concepts, practices, and procedures for handling client’s complaints while meeting quality standards for customer services.

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| **Proven Job Role**  |

**Customer Service –** *Albateel Group of Companies, Pvt., Qatar*

* Conducted phone calls to existing customers and recommend cash on call and balance transfer facility.
* Effectively handled inbound call complains and provides the best solution especially to the irate calls.
* In charged in updating or upgrading the services for existing card holders based on the evaluation of customer income and profile. Facilitated customer calls for existing customers as well as new clients to ensure monthly targets are met.
* Ensured achievement of quality sales by adhering to the policies and procedures of the company.

**Sales Executive –** *Coca Cola, Nairobi, Kenya*

* Demonstrated proven track record and achieved best seller of high-end models in the brand and gained outstanding sales results. Acquired a good understanding of fashion trends within the retail industry.
* Manifest of being passionate about delivering excellent customer service at all time. Approachable & very well presented.
* Developed and maintain customer relationships in order to build strong loyalty and client’s retention.
* Communicated with customers to assess and satisfy their needs, and meet or exceed their expectations.
* Effectively maintained high standards of VM housekeeping in term of cleanness, display, and stock rotation.
* Assisted in implementing all merchandising as per the brand’s visual merchandising guidelines.

**Customer Care & Sales Supervisor –** *Thairora Enterprises Pvt., Kenya*

* Fostered exemplary customer care behavior, including attention to detail and emphasis on follow-up.
* Responsible for an equal share of customer support as determined by the number of people in the queue.
* Furnished monthly statistical reports of customer service provided.
* Followed strict adherence to telephone protocol in order to maximize call distribution throughout the customer service queue and handled phone traffic in a professional, accurate and efficient manner.

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**I.T Proficiency**

* Proficient in MS Office application (Word, Excel, PowerPoint, Email application & Internet).
* Knowledgeable with Tally Accounting software.

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**Personal Details**

Nationality : Kenyan

Date of Birth : 18th Sep 1983

Marital Status : Married

Visa Status : Visit Visa valid till (08th May)

Languages : English

Reference : Available upon request