

**Sharmila**

* Administration  Customer Service  Sales  Operations  Team Management Supervision

# SUMMARY

Operations, Sales, social media marketing & administrative support professional, adept at working in fast-paced environments demanding strong organizational and versatile office management skills, combined with proficiency in Microsoft Office programs and interpersonal skills. Committed to exceptional customer service and driven by challenges, ability to independently plan and manage diverse customer relationships. Accustomed to fast-paced, high- pressured positions, demonstrated ability to set priorities deliver qualitative output, prioritize multiple tasks, meet deadlines, and provide quality service.

# PROFESSIONAL VALUE OFFERED

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| --- | --- | --- |
| Staff Motivation | Multitasking Strength | Prioritizing Assignments |
| Decision Making  Proactive | Amazing Leadership | Team Training & Mentoring |

**CAREER PROGRESSION**

# Central Admissions Team Member

**(Nov 2019 till March 2020)**

# (Repton School Dubai, Repton School Abudhabi, Foremarke School Dubai)

* Analyze the applications of prospective students based on standard admission policies.
* Provide clarification to parents queries in a professional manner.
* Advice parents & families regarding educational opportunities & options, admission & other requirements, policies & procedures & financial assistance.
* Provide assistance to the parents to complete enrolment forms.
* Preparing reports & proposals & responding to enquiries from parents & external agencies.
* Follow up with the parents for documents such as latest school reports & passport copies.
* Scheduling GL assessments for the students applying for admission.
* Co ordination with British council of various countries for remote assessment for the international students who are relocating.
* Managing events for external as well as internal students. Working on Eventbrite.
* Working on hubspot maintaining database of students, logging calls & email communication with the parents & student feedback in order to generate student report for management whenever required.
* Guiding on basic enquiries to the parents over phone.
* Maintaining ROI tracker for the database of various events & updating notes.
* Provide support to the senior admission officer & Registrar when needed.

# Operations Team Leader & Key Account Manager

**Pro- blush Cosmetics & Trading company Dubai ( July 2017till Sept 2019)**

* Work with the Executive Director and Board of Directors to manage operations for the company.
* Working on CRM & SAP systems for financial transactions.
* Liaise with the senior management team to facilitate communication and coordinate IT, facilities, and accounting projects.
* Organize and electronically manage calendar and schedules.
* Managing the regional sales & distribution for Marzia Clinic skincare Italy in the middle east.
* Developing sales strategy & co- ordinating to business plan.
* Managing existing clients & creating new business opportunities.
* Promoting & selling products in accordance with company standards & policies.  Working on social Media for marketing the products  Fixing appointments & going for meetings.
* Managing negotiations & consignments.
* Daily keeping record of warehouse activity, sales, expired/ damaged products, no of clients/ basket value.
* Follow up with clients for payments & collecting the same on time.
* Preparing quotations for clients & purchase orders for vendors.
* Processing purchasing orders & providing after sales support.
* Participating in events such as Beauty World , Professional Beauty & actively working with PR agencies.  Organizing corporate events inside the organization.
* Provide inspired leadership for the organization.
* Make important policy, planning, and strategy decisions.
* Develop, implement and review operational policies and procedures.
* Assist HR with recruiting when necessary.
* Help promote a company culture that encourages top performance and high morale. Oversee budgeting, reporting, planning, and auditing.
* Work with senior stakeholders.
* Ensure all legal and regulatory documents are filed and monitor compliance with laws and regulations.
* Work with the board of directors to determine values and mission, and plan for short and long-term goals.
* Identify and address problems and opportunities for the company.
* Build alliances and partnerships with other organizations.
* Support worker communication with the management team.

**Inside Sales Account Manager , Arrow ECS Dubai** , (April 2016 – July 2017)

* Review new enquiries, preparing quotations through Navision and follows up on any sales quotations made for clients, negotiating terms with the client at a cost best suited for them.
* Follow up with the vendors for disti Quote, Deal Codes or Special bids if any.
* Monthly follow up for renewals of Trendmicro, Forcepoint , Symantec Message labs & Veritas with existing partners and end-users, & generating new leads for all the 3 products.
* Keeping records of contracts for ministry & named organizations for tenders.
* Updating pipeline on daily basis, & preparing for Sales Forecasting numbers.
* Sending quotations to the resellers for renewals for next quarter in advance.
* Preparing more than 200 quotations & proposals through Navision per week.
* Co-coordinating with the resellers from UAE, Oman, Qatar, Bahrain, Saudi Arabia, Kuwait,Jordan, Lebanon, Morocco, South Africa & North Africa
* Daily Co-ordination with the vendors from UAE, KSA,Kuwait, Oman, Qatar for new opportunities, POC & renewals.
* Weekly calls with the vendors from UK, Ireland, Morocco, South Africa & North Africa for pipeline updates, & discussion on new enquiries & new products if any.
* Ability to overachieve target on quarterly basis.
* Convincing resellers /end users for Cross Selling & upgrading the existing units.
* Getting finance approval & compliance approval for each & every PO.
* Getting certification for various compliance tests on quarterly basis.
* Purchase Order processing with the help of operation team.
* Keeping track of Purchase orders & shipment for same.
* Maintaining excel sheet on weekly basis & sending reports & updates to vendor on weekly basis.
* Keeping record of invoices & Licenses & payment follow up for same.
* Collecting partners documents such as trade license copy & Arrow ECS Terms & Conditions for Compliance & updating records in the system.
* Attending Trade shows (GITEX & GISEC), conferences & various marketing events and generating leads from it.

# Inside Sales Renewal Specialist ,Bulwark Distribution, Dubai

## (Aug 2014 – Mar 2016)

* Monthly follow up for renewals of Sophos Cyberoam Firewall with existing partners and end-users. Review enquiries, prepare and follows up on any sales quotations made for clients, negotiating terms with the client at a cost best suited for them.
* Sending quotations for next quarter in advance.
* Daily sending more than 100 quotations through CRM.
* Co-coordinating with more than 500 partners .
* Creating new partners/resellers on Cyberoam Sophos portal.
* Ability to complete 95% of the renewals from the renewal sheet on monthly basis.
* Convincing resellers /end users for Cross Selling & upgrading the existing units.
* Completing /Overachieving target for Cyberoam renewals.
* Online chatting with the visitors of the website, collecting the enquiries & passing on to the respected Sales Manager/ Partners.
* Handing 5 regions UAE, Qatar, Oman, Bahrain, Kuwait for Cyberoam renewals.
* Generating leads for ESET from 7 countries UAE, Qatar, Oman, Bahrain, Kuwait, Saudi Arabia, Jordan Purchase Order processing in Tally ,CRM & ERP
* Keeping track of Purchase orders & shipment for same.
* Maintaining excel sheet on weekly basis & sending reports & updates to vendor on weekly basis.
* Co-coordinating with the vendor on daily basis related to the leads & updates.
* Maintaining stock sheet on daily basis for Cyberoam Firewall.
* Keeping record of invoices & Licenses and sending them to partners on time.
* Collecting partners documents such trade license copy & passport copy & updating records in the system.
* Follow up for payment collections.
* Working on CRM & feeding complete data of enquiries for future references.
* Attending Trade shows (GITEX & GISEC), conferences & various marketing events and generating leads from it.
* Lead Generation & lead creation through social media (LinkedIn ), & cold calling for end users and partners for IT Security products ESET, Netsupport , Lenoma, Mailstore & KERIO fixing the meeting, closing the sales deal.& follow up for the new business from them.

### Manager (Admin, Sales, HR) , Golden Rooster IT Solutions Pvt Ltd, India

(Nov 2010 - July 2014)

* Working on Employees Management Software System which includes Employees welfare system, Salary Software, Accounts Software, Attendance Software, CRM Records.
* Working on IT Recruitment.
* Lead Generation for various projects, fixing the meeting, closing the sales deal.
* Handling Payroll Management Software. Preparing MIS Report and accordingly make planning in future.
* Selecting of best candidates and best projects and working on quotations provided by other companies.
* Provides product, promotion, and pricing information by clarifying customer request; selecting appropriate information; forwarding information; answering questions.
* Review enquiries, prepare and follows up on any sales quotations made for clients, negotiating terms with the client at a cost best suited for them.
* Maintains customer database by inputting customer profile and updates; preparing and distributing monthly reports.
* Responsible for General Administration maintaining the stock for the office, petty cash, scheduling the meetings for the sales team and managing the meeting.
* Manage liaison with suppliers and origin stations, Supervise and control the front office.
* Provide shipment information to customers, Hospitality arrangements for company guests and clients.
* Assist in tracking shipments and providing alternative information.
* Provide transportation information and manage billing information.
* Supporting marketing by attending trade shows, conferences and other marketing events.

**Operations & Admissions Manager - Guardian School (ICSE) India**

(Aug 2006 - Nov 2010)

* Manage, Monitor, and Justify Payroll and compensation System for both Monthly and Daily employees
* Expert interpersonal and communication skills -- known for tactful handling of sensitive, confidential issues; ability to resolve customer complaints; and timely completion of polished, executive-level reports
* Recruit and refer candidates for available positions as per the needs of each department
* Communicate with local banks; arrange documents for processing and any documentation related to employees, students or vendors etc..
* Prepare new contracts, compensation & benefits for all employees.
* Arrange employee's vacations, leaves and travel.
* Prepare final settlement papers for resigned employees.
* Preparing presentation.
* Event organization.
* Develop and maintain a records management system, which includes classification and coding files. Responsible for making travelling arrangements, preparing expense reports and maintaining office supplies.

### Cashier cum Accountant, NIIT LTD India

(Apr 2004 - Aug 2006)

* Working on Encore vista Software System.
* Preparing vouchers & maintaining petty cash for various Branches at different locations.
* Account administration in Tally
* Maintaining excel worksheets on daily basis.
* Maintaining Bank transactions, Daily audit of accounts & Administration.
* Reconciliation on daily basis regarding cash and cheque receipts.
* Handling the queries of the students regarding payments and discount vouchers and their status. Maintaining all collection Reports on monthly basis, and submitting to the Director.

### Achievement

* Achieved target of 120% per quarter in Bulwark Distribution FZCO.& Arrow ECS.
* Best Employee Award consecutive 3 years in Golden Rooster IT Solutions Pvt Ltd.
* Elected as Secretarial Parent Teacher Association in Guardian School for 2 years. Achieved Star of the Year award for a year in NIIT.

### EDUCATION & TRAINING

* Bachelor of Commerce - Mumbai University, India
* Diploma in Computer Software - NIIT Institute, India
* Microsoft Office - NIIT Institute, India
* Export Import Training – India
* Toastmaster (Public Speaking) – Dubai
* Diploma in Executive Assistant -Dubai

# Personal Information:

**Date of Birth**: 20th December 1982

**Languages Known**: English, Hindi and Marathi

**Nationality**: Indian

## **Visa**: Employment Visa

**Marital Status** : Single Mother

**Personal Contact**: [sharmila-398438@2freemail.com](mailto:sharmila-398438@2freemail.com)

**Reference:** Mr. Anup P Bhatia, HR Consultant, Gulfjobseeker.com 0504973598

I am available for an interview online through this Zoom Link <https://zoom.us/j/4532401292?pwd=SUlYVEdSeEpGaWN6ZndUaGEzK0FjUT09>