



ARJOY M. HERNANDEZ

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Dubai – U.A.E

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BUSINESS DEVELOPMENT MANAGER, SALES, ACCOUNTS ASSISTANT, HR EXECUTIVE, CUSTOMER SERVICE BACHELOR DEGREE HOLDER

CORE COMPETENCIES

- **Over 9 Years of B2B Sales and Customer Service experience...**
4 Years of experience in Customer Service and 6 years of Business Development Executive/ Manager
- **Highly Organized:** Expert in multitasking and prioritizing. Have a proven record of skillfully managing complex and time sensitive projects from start to finish.
- **Flexible and Adaptable:** Able to assimilate quickly in transitions and have demonstrated the ability to switch roles as needed to maintain productivity and meet / exceed expectations. Have continually embraced and effectively implemented new concepts and processes.
- **Resourceful Problem Solver:** Adept in anticipating and analyzing problems and formulating appropriate solutions.
- **Detailed-Oriented and Conscientious:** Possess a keen eye for errors and inconsistencies, always striving for flawless output.
- **Expert in Microsoft Office Applications:** (Excel, Outlook, PowerPoint & Word)
- **Language:** Fluent in English and Tagalog (Filipino)

EDUCATION

- **BACHELOR DEGREE HOLDER**
Bachelor of Arts Major in Consular and Diplomatic Affairs - De La Salle College of Saint Benilde – 2009, Manila Philippines

EMPLOYMENT HISTORY & ACCOMPLISHMENT

GRCA Academy URL: www.GRCA-Academy.com

Dubai – UAE

January 2019 – Present

Business Development Manager

GRCA Academy is one of the leading training provider organization operating globally especially focused on MENA Region

Responsibilities

- Accountable for Cyber Security Service portfolio, design, execution & delivery.
- Driving sales, by developing, identifying, and securing all relevant direct sale opportunities with potential and existing customers, ensuring the achievement of the set sales target.
- Identifying and creating the market need and presenting the company product offerings.
- Defining new Sales Strategies and refining existing strategies to meet operational objectives and targets.
- Building prospects for potential new clients and turn this into increased business.
- Meeting potential clients by growing, maintaining, and leveraging your network. Identifying potential clients, and the decision makers within the client organization.
- Identify key contacts within the Federal Government and strategic vendor partnerships to establish and foster a rewarding relationship within various Public Sector agencies.
- Working with team to develop proposals, quotations, invoices that speaks to the client's needs, concerns, and objectives.
- Keeping the clients regularly updated with newly posted training schedules, and new product offerings, while keeping self-updated on latest developments in education management industry.
- Handling objections by clarifying, emphasizing agreements and working through differences to a positive conclusion using a variety of styles to persuade or negotiate appropriately.
- Following-up on clients' arising complaints or additional needs, ensuring timely and quality fulfillment and optimum client satisfaction.
- Attend industry functions, such as association events and conferences, and provide feedback and information on market and creative trends.
- Ensuring that data with respect to customer information is accurately entered and managed within the company's CRM and Sales Data Base.
- Submit weekly, Monthly, Quarterly progress reports and ensure data is accurate

Customer Focus:

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Updated as of June, 2020

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- Financial Sector (Banks in UAE)
- Oil and Gas (Abu Dhabi)
- Transportation (RTA – Dubai)
- Various Government Sectors (Dubai, Abu Dhabi, Ajman, Sharjah)
- Education Sector
- Federal Ministries
- Insurance
- Specialized Sectors
- Manufacturing and Distributing Company

ExecuTrain LLC Dubai URL: www.ExecuTrain.ae Dubai – UAE January 2015 to January 2019

Business Development Executive / HR Accounts Assistant

ExecuTrain LLC Dubai is one of Microsoft Training Partner in Dubai.

Responsibilities: Business Development Executive January 2015 to January 2019 (4 years)

- Conducting Sales & Marketing of Training solutions, Software Applications and Projects. Performs Administrative / Marketing Tasks associated with Sales Department.
- Act as Account Manager who directly interacts with clients via phone or email to establish rapport and good client relationship.
- Researching organizations and individuals online to identify new leads and potential new markets.
- Developing quotes and proposals, preparing invoice, course costing, chasing payment, follow up on sales quotations made for clients, negotiating terms with the client at a cost best suited for them.
- Attends daily scrum meetings with the management to help colleagues develop their skills.
- Prepare all aspects of the training, including the venue, amenities, and keep appropriate records of the training. Etc
- Follow up with the concerned parties to make sure that transportation, course material, and other factors are all in place when they are needed. Ensure that the training proceeds smoothly, without any setbacks. Ensure sales target are met.
- Handles customer complaints sensitively and efficiently to meet customer needs.
- Developing and maintaining relationships with clients to encourage new and repeat business opportunities.

Responsibilities: Accounts Assistant January 2018 to January 2019 (1 year)

- Conducting Sales & Marketing of Training solutions, Software Applications and Projects. Performs Administrative / Marketing Tasks associated with Sales Department.
- Calculating and checking to make sure payments, amounts and records are correct.
- Managing petty cash transactions.
- Reconcile invoices and identify discrepancies.
- Process reimbursement forms
- Issue invoices to customers and external partners, as needed

Responsibilities: HR Admin Assistant January 2015 to January 2019 (4 years)

- Performs administrative and office support activities for multiple supervisors.
- Conducts research and gathers documentation in order to compile comprehensive reports
- Screens telephone calls, schedules interviews and conducts Internet research to locate potential job candidates.
- Helps register employees for health benefit plans, serves as the primary contact for benefit-related questions or complaints.
- Ensures that all company and employee documents are updated. (Residence Visa, Emirates ID, Trade License, Health Card etc.)

Convergys Philippines Inc.

Manila Philippines

March 2010 to August 2014

Senior Customer Service Representative (Telesales)

One of the Leading BPO Company in the Philippines

Responsibilities:

- To assist customer and guarantee 100% Customer Service Satisfaction
- Create and maintain leads and target lists for potential new customers over the phone.
- Meet account regional growth targets set by management for the assigned market
- Provide continuous reporting on sales achieved
- Help with various projects assigned to the sales team
- Help with market research when necessary
- Help with competitor research when necessary

REFERENCES

Available upon request.