

# Nade Ali



## Operations & Business Development Expert

### Contact

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## Personal Biodata

Nationality: Indian

D.O.B: 22nd August

1990, Marital Status:

Single, Religion: Islam

## Languages

English – Advanced Proficiency

Urdu – Advanced Proficiency

Hindi – Native Speaker

Telugu – Native Speaker

Arabic – Basic Proficiency

## Skills Highlights

- ✓ Problem-solving skills
- ✓ Staff Management and Flexibility for work
- ✓ Excellent written, verbal communication and listening skills.
- ✓ Strong Presentation Skills
- ✓ Relationship Building skills
- ✓ MS-Office skills (Word, Excel, PowerPoint)
- ✓ Strong negotiation skills.
- ✓ Administrative Support

## Professional Summary

**Office Operations | Increasing Sales & Market Share | Exceeding Assigned Goals | Customer Service | Solutions-Oriented Selling | Team Management**

Highly motivated Operations, sales and customer service professional with good problem solving, decision-making and Staff management skills over 5+ years of experience in diverse settings. Proven ability to work in fast-paced environments, highly effective at anticipating and accommodating customer needs. Friendly, punctual, and enthusiastic team player. Brings a strong worth ethic with interpersonal skills and customer service expertise.

## Core Competencies

- Sales and Operations Management
- New Market Penetration
- Creative Thinking
- Branding and Positioning
- Flexibility
- Empowers Others
- Service-focused
- Decision Making

## Professional Experience

**Operations and Business Development: 12/2021 to Until**

**Present PINNACLE INNOVATION AND EDUCATION FZ L.L.C:**

**Dubai, UAE**

- Call Management: Contacting the prospects, creating awareness about the training programs, convincing them about the usefulness of the training programs according to their requirement; helping them to explore usefulness of the training program in implementing in their career.
- Communication: Communicating with the higher management to prepare a strategy for smooth operations at work.
- Assistance: Assisting in developing long term plans to achieve the goals and objectives which are already set.
- Counselling: Meeting with the students and their parents for a best option of the course, convince and convert them to the admission.
- Management: Ensuring and monitoring HR processes, as it's important to be engaged in hiring processes, training development and attracting qualified talents into the Company.
- Advise: advising and Helping team with Marketing strategies as per current market trends by Developing in-depth knowledge of product design, collaboration, expand on existing ideas.
- Staff Management: Looing into work in management roles and being responsible for the direction and oversight of multiple teams of employees. As an Operations Professional delegating tasks, organizing and maintaining employee schedules and conducting evaluations and employee assessments.
- Problem Solving: Helping staff to resolve problems or challenges to complete projects on time.
- Time Management: Scheduling deadlines, monitoring important production milestones, organizing teams' schedules roaster for staff.
- Participating with Media Team to record and Edit Professional Videos for Marketing purpose on all social media Platforms.

**Operations and Business Development Executive: 10/2020 to 12/2021**

**Elegant Professional and Development Training: Dubai, UAE**

- Counsel students regarding educational issues such as course and program selection, class scheduling, class adjustment, study habits, and career planning.
- Managing team, organizing day to day Operations, motivating team and maintaining quality
- Counsel individuals to help them understand and overcome personal, social, or behavioral problems affecting their educational or vocational situations.
- Provide crisis intervention to students when difficult situations occur at Institute.
- Meeting professionals to discuss individuals needs and progress.
- Collaborated with sales and marketing departments to support business objectives and client acquisition.
- Collaborate with teachers and administrators in the development, evaluation, and revision of Institutes programs.

- Preparing reports concerning each student and presenting them to the Institute administration body.
- Mediate in the case of misunderstandings between students and teachers.
- Delivered campaigns to solidify new client opportunities and generate new business.
- Created strategic and tactical sales initiatives for forward planning to meet key objectives.
- Completed and submitted monthly and yearly Sales reports to support executive decision making.

#### **Team Lead and Senior Sales Executive:**

**03/2017 to 01/10/2020**

**KMTH Trading L.L.C, Dubai, UAE.**

- A self-starter, who takes the initiative and commits to seeing it succeed.
- Assist in planning and implementation of store activities/sales.
- Strong Leadership, motivating staff on day-to-day operations
- Working and collaborating with team and managing team with compassion encouraging creativity
- Highly organized with the ability to adapt quickly to strategic change.
- Tasked with resolve customer questions, complaints, and grievances.
- Maintains an enriched database of existing and potential customers.
- Monitors Sell Thru and Stock Cover (both Current & Forward)
- Demonstrated exceptional Sales and leadership skills along with the ability to drive, motivate performance through effective skills.

#### **Supervisor:**

**01/2016 to 02/2017**

**Turning Point Hotel & Restaurant, Hyderabad, India.**

- Improved significant customer relationships by serving as a single point contact for all needs.
- Significantly enhanced annual revenue by establishing and growing various new client relationships.
- Conducted strategic market research and presented to executive leadership weekly.
- Ensured the highest level of service was presented to our guests.
- Opened the restaurant at 5:00 AM and close in the evening.
- Assisted with budget preparation, vendor scheduling and daily inspections.

#### **Customer Service Associate:**

**10/2014 to 01/2016**

**IKS Health, Hyderabad, India.**

- Resolved complaints.
- Monitored customer satisfaction levels.
- Kept detailed records of actions taken.
- Referred customers to supervisors or other departments.

#### **Tele Sales & Customer service:**

**03/2013 to 02/2014**

**R.R Solutions, Hyderabad, India.**

- Driving thru sales cold calling explaining about the product.
- Created sales campaigns to increase profit share.
- Customer service to all existing customer and clients.

## **Education**

Bachelor of Commerce: <b>Osmania University</b> , Hyderabad, India.	2011
Intermediate: <b>Chaitanya junior college</b> , Hyderabad, India.	2008
ICSE 10 <sup>th</sup> Board Examination: <b>Siva Sivan Public School</b> , Vizag, India.	2006

## **Declaration**

I hereby declare that the above-mentioned details are true and correct to my knowledge and belief.

**Nade Ali**