

ANNCIETA WAMBUI MIYARA

Contact Number: +971558266712

Email:

anncieta.miyara@yahoo.com



CAREER OBJECTIVE

To work in a dynamic and challenging milieu that would facilitate the maximum utilization and application of my broad skills and expertise in making a positive difference to the organization.

SYNOPSIS

Experienced, energetic and result oriented professional with more than **10 years** of diverse experience in marketing research and planning, customer relationship management, administration, office management having worked with reputable organizations in positions of Office Administration and Marketing Executive. I am persuasive communicator with exceptional relationship management skills with the ability to relate to people at any level of business and management; Adroit at analyzing the organizational requirements.

- ✓ Excellent decision making and problem solving skills with a positive approach
- ✓ Dedicated and highly ambitious to achieve the organizational goals within target time.
- ✓ Ability to build new territories and expand opportunities towards the achievement of stated targets.

CORE COMPETENCIES

- ✓ Customer Services
- ✓ Ability to use positive language
- ✓ Time Management
- ✓ Calming presence
- ✓ Goal oriented focus
- ✓ Sales Strategies
- ✓ Cold calling

PROFESSIONAL QUALIFICATION

| Qualification | Institute |
|---------------------------------------|-----------------------------|
| Diploma Operations and Administration | Kenya Utalii College, Kenya |

ACADEMIC QUALIFICATION

| Qualification | Institute |
|---------------------|----------------------------|
| Secondary Education | Ngorano Secondary School |
| Primary Education | State House Primary School |

EXPERIENCE PROFILE

| | |
|---|--|
| SALES EXECUTIVE & OFFICE ADMIN | Certified Awesome (Nov.2019 till Now) Dubai |
| CUSTOMER SERVICE & SALES EXECUTIVE | Incar.ae (Mar.2019 till Aug.2019) |
| MANAGER | Rightreats Markets and Organic Farmers (Dec.2015 till Jan 2019) |
| SALES SUPERVISOR | Diamond Plaza Boutique (Nov.2010 till Oct 2014) |

DETAILED EXPERIENCE SHEET:

Certified Awesome

(Nov. 2019 till Now)

SALES EXECUTIVE & OFFICE ADMIN

Responsibilities:

- Conducting market research to identify selling possibilities and evaluating customer needs.
- Setting up meeting with potential clients and listening to their wishes and concerns.
- Maintaining general office files, including jobs files and other files related to the company's operation.
- Overseeing the maintenance of office facilities, equipment and performing other relevant duties when needed.
- Processing visa and health insurance for the staff.

Incar.ae

(Mar. 2019 till Aug.2019)

CUSTOMER SERVICE & SALES EXECUTIVE

Responsibilities:

- Communicate with customer to understand their requirement and needs.
- Manage large amount of incoming calls.
- Maintain a positive, empathetic and professional attitude towards customers at all times.
- Act as a first point of contact: dealing with correspondence and phone calls and emails.
- Attend trade exhibitions, Organizing events and conferences and meetings.
- Manage databases and filing systems and maintaining accurate records.

Righteats Market

(Dec. 2015 till Jan. 2019)

MANAGER

Responsibilities:

- Research the Market to identify new business opportunities.
- Plan approach and pitches work with team to develop proposals that speaks to the client's needs, concerns, and objectives.
- Maintain and developing relationship with existing customers in person and via telephone calls and emails.
- Attend industry functions, such as association events and conferences, and provide feedback and information on market and creative trends.
- Communicating and coordinating with colleagues as necessary.
- Supervise the client relationship management database and utilize it to manage customer contacts and mailing list.
- Organize events and product exhibitions.
- Maintain a positive, empathetic and professional attitude towards customers at all times.
- Manage databases and filing systems and maintaining accurate records.
- Address any question or issues customer may have.
- Ensure customer satisfaction and providing professional customer support.
- Performance analysis on targets and KPI's.

Diamond Plaza Boutique

(Nov. 2010 till Oct. 2014)

SALES SUPERVISOR

Responsibilities:

- Supervising the sales ladies.
- Maintaining the stock for the clothes and shoes.
- Banking and issuing receipts.
- Managing the shop.
- Making pro-active follow up on the clients.
- Receiving phone calls.
- Regularly update the director on the progress of the sales.

INTERESTS:

Socializing, playing Football, Listening to music, Reading Books, Traveling.

