

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.

