

Neil Daniel

Dubai, UAE
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Personal Data

Objective	Immediate employment and contribute to the business in terms of generating revenue or quality service. Fulfil the roles assigned and execute the expectation of the company.
Date of Birth	18th October 1969
Marital Status	Married
Citizenship	Indian
Qualifications	Higher Secondary School Certification
Aptitudes	Unique mix of communication skills Excellent on Business Communication Skills (Email & Telephone) Efficient on MS Offices Sales & Business Oriented Quick learner and able to work multi-task Valid Driving License
Awards/ Recognition	Best Sales Staff in December 1997, by the Department of Civil Aviation, Dubai Duty Free. Certificates for recognition: Active participation for all the events sponsored by Dubai Duty Free, to date ten in numbers. Service Awards
References	Available upon request.
Extra-curricular Activities/interest	Fitness, Swimming, Bowling, Cricket, Snooker, and Football (Dubai Duty Free Represented)

Employment History

+ 2012 – 2020 Dubai Duty Free, UAE

Customer Service department:

- Handling Customer enquiries
- Customer Complaints
- Refunds & Return Process
- Meet & Greet - VIPS

+ 2007 – 2012 Blue Water Shipping, UAE

Sales Department

- Sales Executive: To generate sales from the existing clients and getting New clients.
- Calling and setting up meetings with clients in terms of their Imports & Exports of they cargo.
- Offering them the best service in the freight and logistics at all times and making sure that they are satisfied.

Marketing Department

- Marketing Department Executive: organize and co-ordinate all events related to our sponsorship within the UAE and overseas
- Liaise with main events sponsors, marketing, branding, product display exhibitions stands & material, Interact with Local third party vendors on behalf of sponsors to make sure we receive all material prior to schedule deadline dates, Organize Local media meetings for the events, Interact with major shipping and Airlines on freight rates, schedules, arrival and delivery dates, Follow up within the departments on logistics related requirements.
- Represented the Division on events at UK, Oman, Bahrain and Doha. This was a major responsibility to make the event a success with a team from start to finish.
- Procurement of goods & services from local traders in the Dubai & Sharjah market, negotiate quality and pricing with delivery schedules, make sure the quality is of high standard.

Customer service department:

- Customer Service Department: Answering Queries, assisting customers in all aspects, preparing correspondence and communicating like wise.
- Logistic Department responsible for management of the Warehouse, goods received, stock control, update outbound movements, liaise with retail units within the department, supervise, merchandising on behalf of our suppliers, and all other operation related matters concerning goods received and distributed to our the retail outlet.
- Was assigned to manage the Relocation of Duty Free Shops and Merchandise from the Old Terminal to the New Concourse.

- Supervise in the designated shops during Special Events sponsored by Dubai Duty Free such as The Dubai Tennis Championships Tournament, Air Shows, and Rowing Tournament, Dubai racing, Rugby sevens and continues service during the Dubai shopping festival.
- Handling & Supervising on Point of sale, at Dubai airport and related events stated above
- Was delegated regularly to assist & monitor colleagues at various retail shop levels at the Concourse and other Duty Free outlets, Sound knowledge of: Food Plus/Supermarket, Liquor Shop, Gold Shop, Men's Wear, Travel Items/Leather Shops, sport Shops, cosmetics/perfumes, and the Dubai Duty Free raffle outlets.

✚ 1994 – 2007 Dubai Duty Free Dubai, UAE

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 **1991-1994 Crystal Garments Inc. JAFZA- UAE**

Assistant Production In-Charge

- Responsible for Developing, Monitoring, and Supervising at various levels of production, i.e. from cutting the textiles to finishing of the full garment.
- Responsible for quality control and as well as meeting the Customer's Requirements and deadlines.
- Interaction with Shipping lines & Airlines on all related cargo matters, LC and documentation requirements, negotiate freight rates, schedules, and liaise with our shippers & consignees on deadline arrivals, which was very critical to our line of business.

 **1989-1991 Krishna Oberoi (5 Star Hotel) India**

Front Office Manager

- Checking in guest, interaction with back office on booking of clients local and overseas.
- Offer Services on Airline bookings, transportation, meetings, and tours.
- Handle point of sales system, responsible for day to day closing all financial transaction.
- Reporting to the Hotel Manager and Finance Controller.

 **1985-1989 Steel Alloy Pvt. Ltd. India**

Sales Representative

- Selling metal (midsteel) to Government Institutions and Manufacturing Industries.
- Reporting to Marketing Manager, formulate long-term selling and plan strategies on how to promote and present the merchandise.
- Maximizing distribution network to increase coverage and availability of the merchandise.
- Device pricing strategies to optimize sales and profit, responsible for all outstanding money collection from clients.