



Seema Sharma

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Business Development | Operations | Administration | CRM

EXECUTIVE SYNOPSIS

I am a dynamic result-driven Business professional with 8+ years of exponential experience in serving different Industries which has made me excellent at giving a phenomenal first impression of a company for both new and existing clients. I have amazing communication skills and can work efficiently while remaining composed in a busy office environment. Another greatest asset is my organizational and problem-solving skills and keenness to learn new things and ready to perform 24/7 with full enthusiasm.

CORE SKILLS

- ☆ Multi-tasking.
- ☆ Strong organizational skills.
- ☆ Attention to detail.
- ☆ Target Oriented.
- ☆ Demonstrate ability to solve problems.
- ☆ Management skills and leadership qualities.
- ☆ Customer Service.
- ☆ Teamwork.
- ☆ Excellent Negotiation and Communication skills.

DIGITAL SKILLS

- ☆ Expert in Microsoft Office, Word, and Excel.
- ☆ Social Media
- ☆ Word Processing.
- ☆ Data Entry.
- ☆ ERP for Invoicing
- ☆ Secure information processing
- ☆ Web-based Communication and research

INTERESTS

- ☆ Swimming.
- ☆ Traveling.
- ☆ Reading books.
- ☆ Recreational activities.

LANGUAGE PROFICIENCY

- ☆ ENGLISH
- ☆ HINDI

WORK EXPERIENCE

Business Development Manager July 2019 Aug 2021

Peace Message Logistic Services/ILS Kabul Afghanistan

Peace Message Logistics Services & ILS are an Importer, Wholesaler, Service Providers, Logistical Supporter of International Community effort in Afghanistan since 2006.

Joined the organization as Customer Relations Manager, moved on upward career trajectories, to merit promotion to the position of Business Development Manager as well as acting as operations manager too especially during the Covid Pandemic outbreak 2019 onwards.

Designation Chronology:

- ✓ Nov 2020- Aug 2021 Business Development Manager/OM
- ✓ July 2019- Nov 2020 Customer Relations Manager

Achievements

- ✓ Improved closing ratio of new accounts by 50% through implementation of sales processes.
- ✓ Increased market share against an established competitor and developed an extensive network of clients.
- ✓ Negotiated fixed-price contracts to secure 100% of the territory.
- ✓ Compiled and analyzed training statistics to increase productivity within the company.

Accomplishments

- ✓ Successfully provided Logistical services to international clients (Diamond Geeks Corporation Intl.-the USA, Move One Logistics Intl.-Bagram, American University of Afghanistan, UN organization, and many more small and big organizations & camps all over Afghanistan.
- ✓ Received appreciation letters from clients and higher management of the organization.

EDUCATION

- ☆ **Master's Degree in Arts,** (Major: Political Science) Himachal Pradesh University, Shimla, 2011.
- ☆ **Post Graduate Diploma** (PGDCA) (Major: Computer Applications) Himachal Pradesh University, Shimla, 2012.

REFERENCES

Darrell L. McGee
Project Manager
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+1-910-260-8193 USA

Ahmad Fahim Loodin
CEO
ceo@iconic-logistics.com
+ 1 -608-696-7870 USA

Responsibilities:

- ☆ Leading 28-members team in conducting day-to-day sales.
- ☆ Maintain FIFO inventory system.
- ☆ Facilitate, attend and participate in client meetings and programs.
- ☆ Proficient in all contractual correspondence with clients & contractors.
- ☆ Developing relationships within the community to strengthen and expand the client's base
- ☆ Build and strengthen relationships with existing and new clients to increase the company's market share.
- ☆ Maintaining confidentiality of proprietary materials and information.
- ☆ Understand the overall market - competitors' strengths and weaknesses, economic trends, supply, and demand, etc. to increase business.
- ☆ Executes and supports the company's customer service standards.
- ☆ Provides excellent customer service consistent with the daily service basics of the company.

- ☆ Works collaboratively with internal teams (e.g., sales, senior management) up-sell or cross-sell services and products.
- ☆ Schedule meetings with customers to ensure they are satisfied.
- ☆ Act as point of contact for complaints and escalate issues as appropriate.
- ☆ Ensure both the company and clients adhere to contract terms.
- ☆ Study competition to find new ways to retain customers.
- ☆ Set sales and revenue targets and work diligently to meet them.
- ☆ Supervise sales team to ensure excellent, prompt, and courteous service.

Senior Drug Safety in Administration

PAREXEL International

Jan 2012 Feb 2018

Chandigarh, India

Parexel International is an American provider of biopharmaceutical services. It conducts clinical trials on behalf of its pharmaceutical clients to expedite the drug approval process.

Joined the organization as Process Administrator moved on upward career trajectories, to merit promotion to the position of Senior Drug Safety in Administration at the same time I was handling multiple projects.

Designation Chronology

- ✓ Nov 2015- Feb 2018 Senior Drug Safety Assistant in Administration
- ✓ Nov 2013- Nov 2015 Senior Administrator
- ✓ Jan 2012- Feb 2013 Process Administrator

Achievements

- ✓ Provided exceptional support to managers and co-workers, increasing the overall efficiency of the office by 35%.
- ✓ Provided backup support to other departments, which was highly admired by the General Manager.
- ✓ United multiple teams through active administrative support in a post-merger situation.
- ✓ Played a significant role in streamlining invoicing procedures by providing a proactive approach and technical insight.

Accomplishments:

- ✓ Successfully completed international projects associated with (Sanofi pasture USA, Orion- Finland, EMEA-EU, Novartis)
- ✓ I had received the highest badges for Ownership, hard work & dedication, excellent teamwork, Initiative and reward, compliments from PAREXEL Intl. under worldwide recognition employee's program.

Responsibilities:

- ☆ Strategically manage to multitask operations in compliance with the company's policies and vision.
- ☆ Review and evaluate quality, accuracy, and performance to company standards and take action as necessary to correct discrepancies.
- ☆ Reconcile with data storage system prepared weekly progress report monitor work productivity or quality to ensure compliance with Standard Operating Procedures.
- ☆ Distribution of cases to team members for coding and QC.
- ☆ Working closely with the IT and communications teams to support improvements to the accuracy of the 'Everyone' drive, ensuring that this data is streamlined and up-to-date.
- ☆ Develop effective administrative systems and processes that seek to improve existing arrangements e.g., improvements to existing Executive Team electronic folders/storage of data and version controls. Strategically manage to multitask operations in compliance with the company's policies and vision.
- ☆ Comply with all regulations, policies, and procedures according to RA rules and regulations.
- ☆ Working in ERP (entered and save different type of information related that is necessary for job card creation for invoicing)