



Summary

- More than 5 years of experience in Administration and Business.
- Proven skills in managing teams to work with the corporate set parameters, achieving targets and individual goals.
- Ability to adapt well and perform in new competitive environment and excelling under high pressure and diverse situation.
- A self-motivated and diligent team player possessing highly evolved and demonstrable communication, interpersonal and leadership skills; strong analytical mind-set to learn quickly and high confidence to draw estimation & take up new challenges



Professional Experience

[Key Account Manager Enterprise Business](#)

Emirates Integrated Telecommunication Company Du

June 2016 – Dec 2020

Job Profile



- Managing over 400 Enterprise accounts to maximize profit, customer retention, revenue generation and base growth
- Identify potential key clients, build relationships and close new business opportunities
- Develop in depth understanding of company products and customer needs to determine benefits relevant to the customer
- Reaching 100+ former & new customers daily to introduce and promote company products
- Proven success in meeting or exceeding sales targets continuously
- Capable of handling multiple tasks simultaneously, prioritizing actions, managing time and effectively communicate with multiple departments.
- Working closely and communicate effectively with Marketing, Pricing and technical team to deliver a positive customer service experience
- Offering a first class service to customers and focus on growing multi-level relationships
- Provide full customer service and support to resolve any escalated issues

[Business Development Executive](#)

Value Manage CB (Business Partner Etisalat)

June 2015 – May 2016

Job Profile



- Manage accounts and meet or exceed targets relating to revenue growth, activities, profit margin, mix of products and services sales, customer retention and customer acquisition.
- Adhere to all quality standards and processes, for the acquisition of customers, opportunities and submission of tender and contract documents.
- Provide regular feedback to senior management about marketplace and competitor activity
- Develop effective working relationships with customers through regular meetings and obtain further sales and business development opportunities
- Work with and Group marketing to develop marketing campaigns to support Sales Strategy.
- Work with and expand current prospect database within specified business sectors to generate effective leads
- Maintain marketing strategy and submit MIS Reports to Management on sales activities
- Respond to incoming Requests for Information (RFIs), Requests for Proposals (RFPs) in a professional and creative manner
- Understand a prospect's business needs and work with the expert teams to develop a tailored digital marketing proposal
- Allocating tasks to staff, Organizing training & Modules etc.
- Stayed abreast on market trends and monitored competitors' activities to define new competitive plans.
- Developed and maintained collaborative relationship with all support departments.



Admin Coordinator

AGMC Dubai

June 2011 – Dec 2012



Job Profile

- Maintaining the proper & peaceful environment
- Maintaining the Landscaping maintenance report for weekly basis
- Maintaining the good relationship with co-workers
- Maintaining the records properly in all admin based works
- Process invoices and other miscellaneous payments for the department.
- Assists with the development and administration of various departmental programs and preparing the reports.
- Monitor invoices and present through Excel sheet
- Assisting with administrative and other office operations
- Communicating information to staff and clients via phone, mail, websites and email.
- Preparing scheduled & arranging for interviews
- Enters new hire information in the human resource system database.
- Completes monthly and year-end reports regarding promotions, terminations, transfers, and new hires.

Academic Qualification

- 2006 – 2008 : **Master of Commerce with Computer Application**
University 1st Ranker
Madurai Kamaraj University, India.
- 2003 – 2006 : **Bachelor of Commerce**
Madurai Kamaraj University, India.

Academic Achievements

University 1st Ranker in Master Degree

Seminar Achievements

- Won the Troopers of Commerce Award in National Level Seminar
- Won the Best Presenter award all over the university
- Won the Best students chairman award 2006
- Won the Best Paper Presenter Award in National Level Seminar

Technical Skills

- MS office XP professional
- BSCS (Billing system)
- ERP – Oracle
- Citrix (Web interface plat form)
- CRM/Siebel, E Serve.

Personal Profile

- Date of Birth : 06 June 1986
- Nationality : Indian
- Status : Married
- Languages Known : English and Tamil
- Strengths : Strong will, Reliable, Ability to Mingle with others and become a team player
- Passport No : J1948530
- Certificates : Attested