



### Bio Data:

**NAME:** MUSANA DAN

**DATE OF BIRTH:** 05/May/1996

**SEX:** MALE

**NATIONALITY:** RWANDAN

**PHONE NO:**

**+971 54 523 7448**

**+971 52 405 6711**

**EMAIL:**

**dannymusana@gmail.com**

**VISA STATUS:**

**Employment visa**

**LANGUAGE:**

Kinyarwanda

English

Arabic

Urdu

French

**REFEREES;** available upon request

Privileged to share my 4+ years of experience in business development, global account management and sales operations, manufacturing & distribution, and E-commerce fields across the GCC countries (Middle Eastern countries ) and the United Arabs of Emirates. Passionate about developing customer relationships and growing sales volume including new market entry. Adept at working cross-culturally and highly efficient at executing project goals. Open-minded, enthusiastic, precise, efficient, and confident are the epithets that describe me best. People-oriented with a personalized approach, using a reservoir of energy and commitment to build outstanding and long-lasting partnerships, stakeholder engagement, and social enterprises, a result-oriented, self-starter, and a spirited versatile team player.

### **SUBJECT: SALES OFFICER AT DHABIONE INTERNATIONAL TRADING (2021 To Date)**

#### **□ CARRIER OBJECTIVES:**

- To work in a challenging and competitive field with major moral obligations that will effectively meet and utilize my knowledge and skills enabling me to provide compatible solutions to meet company goals and objectives.
- Learn details about our product and service offerings
- Finding leads and conducting the necessary follow-up to meet sales quotas.
- Address any questions or issues customers may have
- Communicate with customers to understand their requirements and need
- Offer solutions based on client's needs and capabilities

#### **EDUCATION BACKGROUND:**

- *Rwanda certificate of education in general courses. (2010-2012)*
- *Rwanda advanced certificate of education (2013-2015)*
- *Certificate in business administration/marketing (2016-2017)*

#### **PERSONAL SKILLS:**

- *Computer software i.e. Microsoft Office basic knowledge.*
- *Positive and active communication skills.*
- *Customer care skills*
- *Leadership Skill*

#### **WORK EXPERIENCE:**

**FRONT DESK RECEPTIONIST AT SHUAIB AL WADI Abu  
Dhabi 2020 -  
2021**

#### **Responsibilities:**

- ☐ Welcoming visitors and clients
- ☐ Answering client's enquiries both at the office and on the phone Direct visitors to the appropriate person and office. Arrange travel and accommodations, and prepare vouchers
- ☐ Receive, sort, and distribute daily mail/deliveries

**Customer Service Office at Abu Abdulla Electronics EST. 2017-2018**

- ☐ *Proven customer support experience or experience as a Client Service Representative*
- ☐ *Track record of over-achieving quota*
- ☐ *Strong phone contact handling skills and active listening*
- ☐ *Familiarity with Proven customer support experience or experience as a Client Service Representative*
- ☐ *Track record of over-achieving quota*
- ☐ *Strong phone contact handling skills and active listening*
- ☐ *Familiarity with CRM systems and practices*
- ☐ *Customer orientation and ability to adapt/respond to different types of characters*
- ☐ *Excellent communication and presentation skills*
- ☐ *Ability to multi-task, prioritize, and manage time effectively*
- ☐ *M systems and practices*
- ☐ *Customer orienProven customer support experience or experience as a Client Service Representative*
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- ☐ *Strong phone contact handling skills and active listening*
- ☐ *Familiarity with CRM systems and practices*
- ☐ *Customer orientation and ability to adapt/respond to different types of characters*
- ☐ *Excellent communication and presentation skills*

**DECLARATION:**

I hereby declare that the given information above to my concern is complete and