

IHEANACHO VICTOR UGOCHUKWU

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Address: Dubai, UAE



SALES & CUSTOMER SERVICE/MARKETING/BUSINESS DEV MANAGER

CAREER OBJECTIVE

An Organized and resourceful business Development executive with proven communication and interpersonal, project management, planning and implementing sales strategy skills. Sales Executive with over 7+ years of experience in marketing & Sales across the globe (Nigeria & Dubai). Accustomed to working in a team of diverse cultural backgrounds. Also Skilled in data entry, training and supervising sales employees, customer service & appreciation, publication marketing, and web-based advertising.

EXPERIENCE

i. SALES & CUSTOMER SERVICE EXECUTIVE

MARKA HOLDINGS, UAE November 2016 – MAR 2020

- Demonstrated and presented goods/products to clients in away that they could not leave without purchasing any.
- Handle customer grievances, represent brand always, exceed customers' expectations by delivery exceptional customer satisfaction.
- Knowledge on how to apply sales, marketing & promotional techniques in selling.
- Increased followers on social media by 150% on average, resulting in high profit in increased sales via the Internet through a significant increase in brand awareness.
- Implemented all visual merchandising standards as Contained

ii. SALES MANAGER

MILLENIUM COLLECTION & DESIGN LTD, Owerri Imo State Nigeria February June 2013 – August 2016

- Spearheaded the development & maintenance of office functions from training and supervision of staff in the state-of-the-art sales techniques in sales of products, thereby increasing sales by 8%
- Developed sales & marketing strategies that thrived the organization above other competitors.
- Implemented efficiency and cost-saving programs that rejuvenated the sales & administration departments and increasing profitability by 8% on average
- Kept abreast with the latest sales, marketing strategies and developed new social media campaigns to increase brand influence online.
- Served as Manager and championed all project management

iii. TICKETING SALES OFFICER/ CUSTOMER SERVICE

ABC TRANSPORT COMPANY, OWERRI. NIGERIA. FROM JANUARY 2010—APRIL 2013.

- Answer inquiries regarding information such as schedules, accommodations, procedure and policies
- Make ticket booking, quote fare, and send to direct customers or Agents.
- Prepare and forward daily sales report to the account department at every close.
- Inform clients of essential travel information, such as travel times, transportation connections, and medical and visa requirements
- Educate and enlighten customer on the new and existing products of the company,
- Maintain accurate records and update PNR files.

SKILLS

Google Analytics, Social Media Marketing, Microsoft Office Project Management Communication & Interpersonal

EDUCATION

BSc. in Business Management Imo State University, Owerri, Imo, Nigeria. Sept 2005-Oct 2009

CERTIFICATES

- Certified Sales & Marketing Manager - Phoenix Educational Institute Dubai, UAE 30th January – 15th June 2018
- Diploma in Logistics, Material & Supply Chain Management - Phoenix Educational Institute Dubai, UAE 8th April – 2nd December 2018
- Nigerian Institute of Management (Chartered) December, 2012
- Proficiency Certificate in Management 2012
- One Year Compulsory National Youth Service Corps (NYSC –Nigeria) August 2018
- Senior School Certificate Examination West African Examination Council May/June 2002
- First School Leaving Certificate - Community Primary School Umuonyeali-Ugo, Mbieri December, 1996

BIODATA

Date of Birth
Sex
Status
Visa Status:

6th March, 1989
Male
Single
Residence visa(Freelance)

