

Nussupbayeva Aigulya



Location: UAE
Date of birth: 25/08/1981
Marital status: single
Country of Citizenship: Kyrgyzstan
Residence permit: Kazakhstan
Mobile phone: +971 554826689
Email: alya.zhn@gmail.com

Objective:

Customer service manager, customer service agent, assistant event manager, assistant, customer consultant, assistant key account manager, assistant client relationship manager, assistant sales manager.

Work experience:

June 2012 – September 2015 **LLP «Integrites Kazakhstan» International law firm**
Customer Service Manager

- Implementation of analysis audience of potential customers, identify their needs, level and orientation;
- Business planning, draw a scheme how to work with customers;
- The direct implementation of the search for potential customers by all available means (participation in exhibitions, presentations and proposals for the direction of the means of communication, e-mail, faxes, etc.);
- Prediction of business reliability of potential clients, their financial and material security;
- Organization and conduction of preliminary negotiations with potential clients, clarification of the needs of each client and preparation of the proposals with an individual customer taking into account its interests;
- Meeting with potential clients, customers, convince them the benefits of proposals, discussion and approval of draft contracts, participate in discussion on harmonizing the differences, the conclusion of contracts on behalf of the company;
- Maintain regular contact with existing customers, the organization of works with them on an established business schemes;
- Development of schemes of relationships with the most profitable and prospective clients (offers with special conditions of contracts, systems of discounts and personalized service, and special conditions of contract enforcement, etc.);
- Establishment of customer feedback (the study of their service requirements, determining the cause of customer dissatisfaction teamwork, customer complaints analysis and measures to address them and preserve business relationships);
- Establishing, maintaining and updating a database of clients.

March 2009 – April 2012 **LLP «NomadGroup R.B.S» Trade and distribution company for the production of mineral water and implementation of the Russian alcoholic beverages**

Coordinator of Regional Sales and Category A

- Conduct presentations negotiations with key clients, negotiations on the purchase and sale transactions. Expansion of trade areas in category A (retail chains);
- Creating and expanding customer base in the region, the development of the distribution network;
- Organization of timely delivery of goods to customers;
- Preparation, validation, processing and conclusion of contracts on behalf of the enterprise;
- Organization of the duties under the contracts (shipping / delivery of goods). Control of deliveries and ensuring proper inventory levels;
- Preparation and submission of acts of reconciliation to the relevant units of the Company, settlement with contractors, monitoring of receivables, payments;
- Identify the causes of violations of the Client's obligations, the adoption of measures to address them and Prevention.

February 2007 – February 2009 **LLP « ITECA »** (*organises trade events in Kazakhstan and Central Asia*)

Assistant Event Manager/Event Manager

- Support and assist in the design and delivery of the Company divisions events
- Assist with sourcing venues
- Assist with supplier research and negotiations
- Managing on-side production at events
- Deal with event enquiries
- Liaise with potential conference speakers, contributors and event sponsors as required
- Assisting with event marketing and delegate sales/initiations when required
- Undertake any reasonable task that may be requested by the Client Services Director

April 2004 – December 2006 **LLP «Alcaps» (Bishkek)** *Shipping closure products for manufacturers of alcoholic and non-alcoholic beverages*

Sales Manager,

transferred to the post LLP "Alcaps" (Almaty)

Regional Manager

- Marketing and promotion of the Company's products;
- Presentation of products at trade shows, negotiating with potential clients, contracts;
- Keeping records of sales, cooperation with the regions.

February 2003 – January 2004 **«Shoro» JSC**

Manager of Purchase components

- Implementation of the major purchases of raw materials, equipment, furniture, accessories, etc;
- Meetings, product calculations, participation in negotiations with suppliers, contracting;
- Keeping records of all purchasing, planning to purchase, meeting and customs clearance of goods;
- Development of optimal schemes for the supply of goods (raw materials, supplies, equipment), the timing and price of supplies, control of the delivery process, the effective resolution of disputes with suppliers, transporters and recipients;
- Work closely with sales and regional offices in order to optimize the planning of the necessary amounts and timing of delivery to the customer (buyer and regional offices), monitor the implementation of the necessary amounts, terms and conditions of supply.

Education: Kyrgyz State University of Construction Transport and Architecture

Occupation: Evaluation and management of the property – a bachelor's degree

Occupation: Accounting - secondary special education

Professional skills:

- Excellent organization skills, meticulous attention to detail
- Good interpersonal skills - confidence to present observations/advice to (senior) colleagues and clients
- Knowledge and experience of working in an events team
- Excellent written and verbal communication skills
- Experience in managing an event from start to finish
- Ability to work under pressure and handle a variety of projects and tasks simultaneously
- Able to build and maintain relationships with customers and suppliers
- Team player willing to adapt to a fast paced environment

Knowledge of languages: English (advanced), Russian, Kyrgyz and Kazakh (Fluent).

Knowledge of computer programs: Experienced user of MS Word, MS Excel, Power Point, Adobe Photoshop, Outlook Express, Corel Draw, Paint Brash.

Personal qualities:

Sociable, responsibility, patience, the ability to resolve conflict, stress tolerance and dedication.

Additional information:

- Driving license category B;
- Willingness to travel.

References:

- References available upon request.