

IHEANACHO VICTOR UGOCHUKWU

Email: iheanachovc20@gmail.com

Phone: +971529940072 /+971567572368

Address: Dubai, UAE

Date of Birth: 6th March, 1989

Sex: Male

Status: Single

Visa Status: Residence visa (Freelance)



SALES & CUSTOMER SERVICE/ MARKETING/ BUSINESS DEV EXECUTIVE

CAREER OBJECTIVE

A resourceful business development executive with proven communication and interpersonal, project management, planning and implementing sales strategy skills with over 7 years of experience in marketing & Sales across the globe working in a team of diverse cultural backgrounds; skilled in data entry, training and supervising sales employees, customer service & appreciation, publication marketing, and web-based advertising.

EXPERIENCE: SHARAF DG, DUBAI, UAE

Position: Sales Executive & Promoter

Duration: Jan 2021 till Date

DUTIES:

- Attending & Participating in all training events such as training techniques, Sales ceremony or products knowledge training.
- Increase the new customers & monitor the sales with assigned customers
- Responding to all clients queries & issues in a professional, effective & timely manners. this of course includes managing return or damage items.
- Ensure & maintain market prices of the products to the company in order to be at par with the competitors' price.
- Increase followers on social media by 15% on average, resulting in high profit, increased sales via the internet through a significant increase in brand awareness.
- Building & maintaining quality relationship with clients, resulting in strong sales performance

Company: *ORIENT TIME COMMERCIAL BROKERAGE COMPANY, DUBAI*

Position: *CUSTOMER SERVICE EXECUTIVE*

Duration: *Nov 2019- Oct 2020*

DUTIES:

- Ensuring that all customers inquiries are handled on timely manner
- Directly deals with customer face to face or by telephone, handle follow up calls.
- Create customers account on AT, store & modify it when its necessary.
- Provide back-up support to other group members in the performance to job duties as required.
- Educate and enlighten customer on the new and existing products of the company.

- Maintain accurate records and update PNR files.

Company: *MARKA HOLDINGS, UAE*

Position: *SALES & BUSINESS DEVELOPMENT EXECUTIVE*

Duration: *November 2016 – Oct 2019*

DUTIES:

- Demonstrated and presented goods/products to clients in a way 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

SKILLS

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

EDUCATION

- Bachelor's degree 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

REFERENCES

Upon request