



Uma K. Narain

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Personal Statement:

I am a person with strong interpersonal skills and result oriented. I enjoy challenges and seek to work for a professional firm. I believe in having positive attitude towards life. I feel my desire to attain excellence through persistence.

Professional Summary:

- Dynamic and competent professional with over 10 years of valuable experience in customer relationship Management and Key Account Management.
- Effective communicator with strong problem-resolution and presentation skills, as well as the ability to integrate Customer Satisfaction skills with overall business operating strategy.
- Excellent planning, execution, monitoring and resource balancing skills, attention to detail and the ability to build and lead effective teams.
- Wide Energetic and able to perform well in self-managed and team- based environments with a talent for problem-solving through reasoned thought processes, as attested by employer satisfaction.
- Client/stakeholder management, Service Delivery/Engagement, Leadership & Teamwork.

Professional Experience:**Global Destination Tour & Travels as a Sales Coordinator & Administrator**

July 2017 – to date

Responsibilities:

- Ensure adherence to service quality standards and providing quality services.
- Preparing account wise monthly reports on monthly Sales report
- Responsible in attending customer enquiries for agency products through telephone or through mail.
- Prepare quotations in line with the product enquiry and submit the quotes to meet the respective dead line.

- Maintaining Enquiry log with customer details, product details and quote submission dates for General Manager's review.
- Responsible for maintaining office stationary and office equipment required for all office employees

JGB International L.L.C., UAE as Sales Co-coordinator & Administrator

September 2010 – June 2017

Responsibilities:

- Worked closely with the Sales team to ensure the progress of the department and support the sales team in executing various sales tasks.
- Reporting to the Sales Manager & The General Manager
- Prepare Sales progress weekly report for the General Manager and prepare minutes of meeting during the weekly Sales Meeting.
- Support the Sales Engineers with preparing Submittals for the Projects and also preparing the Product Pre- Qualification Submittals for getting approval with the Consultants.
- Assisting the General Manager in Hotel and flight bookings during overseas travel.
- In coordination with Sales Engineer, prepare Purchase Order to Overseas Principles.

Academic and Technical Credentials:

- Bachelor of Business Administration, Periyar University (INDIA) in 2012.
- Diploma in Business Administration, IMTS (INDIA) in 2010
- Honour's Diploma in Systems Management (HDSM) from Computer Home 1996-1997.
- Certificate in Elementary Course in French Language from Alliance Française De Delhi 1999.
- Working knowledge of MS-Office, and e-mailing tools like Microsoft Outlook Express & Lotus Notes.

Personal Details:

- Nationality : Indian
- Date of Birth : 25th Oct 1976
- Linguistic Ability : English, Hindi, Malayalam, Tamil, French

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