



## ANN TERANA FONSEKA

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Dubai, UAE

### SKILLS

- Communication
- Teamwork
- Problem Solving
- Planning and Organization
- Self-Confidence
- Multicultural Sensitivity
- Willingness to Learn

### LANGUAGE SKILLS

- English
- Malayalam
- Tamil

### SOFTWARE SKILLS

- M.S OFFICE
- C,C++
- PHP
- SQL
- JAVA SCRIPT

### CAREER OBJECTIVE

Fortified with the understanding of several management principles and its routine applications to drive operational efficiency and better employee engagement,

As a management professional moved by the interactions between the people at work and with the organization at large, the dynamics and the flux of human behaviors fascinate me and I strive hard to keep up with the changing corporate world.

### WORK EXPERIENCE

**Job Title : Sales Coordinator**

**Company Name : ICICI Bank Ltd (Zonal Head Office)**

**Duration : 2017 July to 2019 August**

- Maintaining complete and detailed knowledge of all assigned services.
- To ensure performance as per the performance management criteria.
- Reviewing Sales performance
- Set up meeting with client to collect verification documents and send it to credit team.
- Following up on daily basis through an Email/ call for assigned Product
- Preparing Internal Reports for Top Management on weekly Basis
- Identifying the eligible customers through multiple procedures like cold calling, generating enquiries, handling enquiries, walk-in through branches, databases, follow up leads, telephonic contacts etc
- Ability for convincing the customers about the product.
- Meeting the customers directly to collect all required documents verifying with the originals and sending them to the credit team.
- Following up the cases till the case gets approved and disbursed.

**Job Title: Sales Officer**

**Company Name:Mabeaat for Emirates NBD Bank, UAE**

**Duration:2020 January to 2020 March**

- Facilitate cold and warm calls to prospective leads; schedule and follow through on calls with leads and current customers.
- Source and work customer referrals
- Answer all lead and customer questions accurately; prioritize and/or escalate lead and customer questions as needed.

## PERSONAL DOSSIER

Nationality

Indian

Date of Birth

07<sup>th</sup> August, 1994

Marital Status

Single

Passport No

T5544164

## HOBBIES & INTERESTS

- Volunteer Work
- Travelling
- Music
- Sports
- Cooking

- Inform leads and customers of current promotions and discounts.
- Track all appointments, sales, complaints, status reports, etc. thoroughly for manager review

### Projects:

#### Academic Mini Project Name: Installment Management System

Installment Management system is software which is used to ensure to sell the products for through installments. There are mainly three modules installment module, payment module and stock module.

#### Academic Main Project Name: Human Insurance Administration

Human Insurance Administration is used to get the details of the Insurance and also used to give different insurance schemes

### QUALIFICATION

Graduate in Bachelor of Computer Application  
(MG University, India)

### TECHNICAL TRAINING

**Company Name :** IPSR Solutions Pvt. Ltd

**Total Experience :** 6 Months

**Job Responsibility:** Doing live project

I have strived hard to provide the Most palpable image of myself in terms on the details aforementioned for your scrutiny as you may please. It is my honor and continuous quest to live up constantly to my représentation You have been provided herewith.

Regards

**ANN TERANA FONSEKA**