

Charles Osubu

Dubai

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Accountable channel and Retail sales Executive demonstrating a high level of ownership and initiative. Quick and effective at decision making, while maintaining excellent customer service throughout the sales process.

Willing to relocate: Anywhere

Work Experience

Executive Finance Officer

Finance House - Dubai

October 2019 to Present

Finance House is a Public Joint Company incorporated in the United Arab Emirates with the mission to providing exceptional financial experience to meet client needs.

- Reaching out to new customers and making presentations and pitches outlining the benefits of products and services.
- To achieve assigned sales target.
- To achieve individual service quality standard for Finance House Products.
- To provide key market information on competitors.
- Assist in the implementation of sales and marketing strategies.
- To ensure total compliance with laid down norm in terms of compliance risk, credit policy, documentation, operational risk and group/regulatory control standard.

Direct Sales Executive

Digital Satellite LLC (OSN) - Dubai

December 2016 to June 2019

OSN is a world class pay TV company providing world-class TV to millions of households and businesses across the MENA region.

- Achieve individual success through generating new sales targets and providing sound customer service.
- Apply the OSN approved selling technique at each customer encounter to deliver a compelling and engaging presentation each time.
- Ensure that customers leave the outlet with sufficient product information and a clear understanding of the subscription journey. Leave no question unanswered.
- Maintain strong knowledge of OSN content.
- Comprehensively explain subscription benefits to the customers to ensure that the customer short term and long term TV viewing needs are met.
- Representing the company at trade exhibitions, events and demonstrations
- Fully understand and keep up-to-date with the range of market offers and promotions as well as business updates that govern existing subscriptions.

- To resolve basic queries and escalate complex problems or customer complaints to sales management for support.
- Negotiating the terms of an agreement and closing sales.
- To receive payments and issue receipts for sales and services, insuring accuracy of transactions and data.

Sales Executive

Citilink Group - Lagos, NG
August 2014 to May 2016

Citilink group is a consulting firm specializing in strategic advisory services, projects facilitation, representation and marketing services for companies wishing to expand into the global market of Asia, Africa and Europe.

- Sales team building and leadership.
- Maintaining and developing good relationship with customers through personal contact or meetings or via telephone etc.
- Acting as a bridge between the company and its current market and future markets.
- Helping management in forthcoming demands and discuss on special supports.
- Record sales order and report the same to the head of sale department.
- Provide accurate feedback on future marketing trends to the employers.
- Help my organization to get maximum business.

Sales Executive

Sammy-Joe and Company - Nigeria
June 2008 to August 2014

Sammy- joe is an importing and general merchandiser of consumer electronics and general goods with offices and show rooms scattered around Nigeria and partner with major electronic brands. It sells various consumer and commercial product lines, including routers, iPod and iPhone accessories, mobile computing accessories, surge protectors, network switches, hubs, (USB and computer network) cables, racks and enclosures, and other peripherals.

- Listening to customer requirements and presenting appropriately to make a sale.
- Maintaining and developing relationships with existing customers in person and via telephone calls and emails.
- Cold calling to arrange meetings with potential customers to prospect for new business.
- Responding to incoming email and phone enquiries.
- Acting as a contact between a company and its existing and potential markets.
- Negotiating the terms of an agreement and closing sales.
- Gathering market and customer information.
- Representing the organization at trade exhibitions, events and demonstrations.
- Negotiating on price, costs, delivery and specifications with buyers and managers.
- Advising on forthcoming product developments and discussing special promotions.
- Creating detailed proposal documents, often as part of a formal bidding process that is largely dictated by the prospective customer.
- Liaising with suppliers to check the progress of existing orders.
- Checking quantities of goods on display and in stock.
- Recording sales and order information and sending copies to the sales office, or entering into a computer system.

- Reviewing own sales performance, aiming to meet or exceed targets.
- Gaining a clear understanding of customers' businesses and requirements.
- Making accurate, rapid cost calculations and providing customers with quotations

Education

Bachelors in Economics

Ambrose Alli University

2000 to 2005

Skills

Relationship Building, Superb Customer Service Skills., Excellent Coordination and Communication, Team Leading and Strategic Planning, CRM (customer relationship management)

Military Service

Branch: National Youth Service Corps (NYSC)

Service Country: Nigeria

Rank: Basic

June 2006 to May 2007

Compulsory National Service for Graduates

Awards

Achievement Award

August 2017

For Achieving Q1 and Q2 targets consistently

Additional Information

Summary of skills

- Ability to maintain accurate client records
- Able to participate in multidisciplinary team approach
- Aware of legal and ethical standards
- Excellent relationship building skills
- Mathematical Aptitude.
- Excellent in Management.
- Able to work independently and as member of team
- Able to maintain client crises
- Comfortable with diverse population

- Interpersonal, oral and written communication skills
- Excellent critical thinking skills.