

# Varghese Lawrance

Position: **Business Development/Sales Manager**

Experience: **17 Years**

Educational Qualification: **Bachelors in Commerce**

Key Skills: **Outstanding Customer Service, Teambuilding/Training/Supervision, Troubleshooting and Resolving Issues, Persuasive Communication/ Negotiation, Division of Work management, Key Decisionmaker, Inventory Management, Administrative and Financial Skills**

Driving License: **LMV UAE**

Mobile: **056-760 5975/ 050- 841 7376**

Current Location: **Dubai, UAE**

Email: **Varghese.lawrance2020@gmail.com**

Web Profile : <https://www.linkedin.com/in/varghese-lawrance-5a3723b3/>

Visa Status : **Employment Visa (Transferrable)**



## Summary of Career

- Presenting 17 years of diversified experience, within various industries such as Hospitality, Banking & Finance and Retail.
- Having experience in Managerial/Admin/ Executive Support/ Accounts/Payroll/MIS.
- Proven Team Leader with self-belief, Fast Learner and a very desirable Employee for the Companies.
- Handled various portfolios such as Accounts receivables, Billing executive, Analyzing monthly reports and financial transactions, Reconciliation, Vendors payments and negotiation, Company official correspondence.
- Achieved/maintained 95% Customer satisfaction.
- Staff management including monitoring Staff timings and performance, behavior, hiring and training.
- Proficient in use of MS Excel (advance), MS Word, MS PowerPoint, Outlook.
- Excellent communications skills, both verbal and written.

## Major Roles in Various Organizations

- Business Development Manager at A to Z World Hospitality Supplies LLC – December 2020 till date
- Sales Executive at Nadiya FZE (HORECA) – January 2014 July 2020
- Administration and Guest Relationship Executive at Nord Anglia International LLC – January 2013 to January 2014
- Office Admin/PRO at Ryan Partners FZE – March 2012 to December 2012
- Sales Executive at Majid Al Futtaim Najm Cards – February 2010 to March 2012
- Sales Executive at White Horizons Lights Trading LLC – August 2008 to February 2010
- Cashier Supervisor at Spinneys LLC – March 2003 to July 2008

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## Academic Qualification

- Bachelors of Commerce from SRVV University – Kerala, India in 2004

## Detailed Job description

### **Business Development Manager at A to Z World Hospitality Supplies LLC** December 2020 till date

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- Contacting potential clients to establish rapport and arrange meetings.
- Planning and overseeing new marketing initiatives.
- Researching organizations and individuals to find new opportunities.
- Increasing the value of current customers while attracting new ones.
- Finding and developing new markets and improving sales.
- Attending conferences, meetings, and industry events.
- Developing quotes and proposals for clients.
- Developing goals for the development team and business growth and ensuring they are met.
- Training personnel and helping team members develop their skills.

### **Sales Executive at Nadiya FZE (HORECA)** January 2014 to July 2020

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- Make initial customer contact through visits or calls
- Negotiate prices and variation in prices and specification
- Develop new opportunities and close existing one
- Develop detailed territory plans
- Ensure appropriate and timely delivery of service and product
- Arrange meetings with potential clients
- Record sales information and maintain customer 's records
- Prepare sales report by analyzing and summarizing information
- Review self-sales performance with a view to improve it

### **Administration and Guest Relationship Executive at Nord Anglia International LLC** January 2013 till January 2014

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- Lead team with administrative duties as requested.
- Perform complicated and unique service requiring in -depth products and operation knowledge
- Support sales representative in opening new accounts and upgrading existing service.
- Cooperate in the maintenance and/or modification of agency data collection system.
- Order office supplies and monitor inventory
- Maintain appropriate interpersonal relationships with employees, peers, and consumers.
- Liaison with various Banks and other authorities

#### **Achievements:**

- **Consistently Achieved the Monthly Target, and provided excellent Customer Service.**

### **Office Admin/PRO at Ryan Partners FZE** March 2012 to December 2012

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- Coordinating office activities and operations to secure efficiency and compliance to company policies.
- Supervising administrative staff and dividing responsibilities to ensure performance.
- Keep stock of office supplies and place orders when necessary.
- Visiting local Banks to carry out banking functions relating to accounts.
- Visa applications & process

### **Sales Executive at Majid Al Futtaim Najm Cards** February 2010 to March 2012

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- Strategic Planning, Operations, Sales and Marketing, Customer service. Solving various issues
- Training & motivation a team of 25, Competition watch, analysis & action and bench marking
- Negotiations on pricing & policies, query solving & payments
- Answer moderately complex enquiries by customers

- Key role in product launching and promote the newly introduced Credit card in the market
- Facilities the accurate balance of the daily work and prepare require forms in accordance with bank procedures
- Mentor and train in experienced customer service associate: assist with problem solving.

**Achievements:**

- **Consistently achieved target in areas like credit cards and new bank A/C Opening**
- **Received appreciation for the highest selling store across UAE**

**Sales Executive at White Horizons Lights Trading LLC August 2008 to February 2010**

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- Research and recommend prospects for new business opportunities
- Research and analyze sales options
- Build and maintain relationships with client and prospects
- Stay current with trends and competitors to identify improvements or recommend new products
- Collect and analyze information and prepare data and sales reports
- Build and maintain professional networks
- Meet with potential clients to determine their needs

**Achievements:**

- **Consistently Achieved the Monthly Target, and provided excellent Customer Service.**

**Cashier Supervisor at Spinneys LLC March 2003 to July 2008**

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- Shop, P&L Management, Retail Store Operations, Controls Shrink Reduction
- Strategic Planning, Operations, Sales and Marketing, Customer service. Solving various issues like Prices Issues, Cold Calling
- Training & motivation a team of Cashiers, Competition watch, analysis & action and bench marking
- Negotiations on pricing & policies, query solving & payments
- Inventory Management, Merchandising Strategies
- Manage Store Operations on a Daily basis aligned with corporate objective of attaining revenue and profit targets. While maintaining the stock level as per the MBQ.
- Administrative and Financial Skills and Motivate performance of own team through effective division of Work Management and Responsible for achievement of Sales Targets by providing Operational support to Team.
- Loss Control Division of Work Management Key Decision Maker/ Inventory Management Uncertainty & Obstacle Management Trouble shooting & Resolving Issues Persuasive Communications
- Check Out Issues, Customer Problems, Vendor Issues, Expiry Issues and Damage Issues, etc.
- Maintain complete autonomous decision-making authority within the areas of (e.g. mismatch, tag issue, system mismatch offers price issues, etc) Maintained hands-on responsibility for to initiate and develop new business and increase accounts.

**Achievements:**

- **Winner of award from Management for the highest sale in UAE (Twice)**
- **Employee of the month 3 times**
- **Best Customer Service awards**

**Personal Details**

**Date of Birth** : 30<sup>th</sup> May 1980

**Gender** : Male

**Religion** : Latin Catholic

**Nationality** : Indian

**Marital Status** : Married

**Languages Known:** English, Hindi, Malayalam, Tamil, Marathi