

IHEANACHO VICTOR UGOCHUKWU

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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

Company: *ORIENT TIME Commercial BROKERAGE COMPANY, DUBAI*

Position: *CUSTOMER SERVICE EXECUTIVE*

Duration: *MARCH 2021- DATE*

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 & CUSTOMER SERVICE EXECUTIVE*

Duration: *November 2016 – APRIL 2021*

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

Company: *MILLENIUM COLLECTION & DESIGN LTD, Owerri Imo State Nigeria*

Position: *SALES MANAGER*

Duration: *February June 2013 – August 2016*

DUTIES:

- Spearheaded the development & maintenance of office functions from training and supervision of staff in the state-of- the-art sales techniques in sales of products, thereby increasing sales by 8%.
- Developed sales & marketing strategies that thrived the organization above other competitors.
- Implemented efficiency and cost-saving programs that rejuvenated the sales & administration departments and increasing profitability by 8% on average
- Kept abreast with the latest sales, marketing strategies and developed new social media campaigns to increase brand influence online.
- Served as Manager and championed all project management

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

First School Leaving Certificate - Community Primary School Umuonyeali-Ugo, Mbieri
December, 1996

REFERENCES

Upon request