**NAKAYIMA BARBARAH MUTYABA**  

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**TELESALES EXECUTIVE**

**Personal Statement**

Top performing sales associate with many years of experience in service and product sales with a reputation for excellent performance customer service. Highly skilled at consultative sales techniques (cross sell & upsell) to exceed targets. I have demonstrated leadership skills that align teams and strengthen brand loyalty through very excellent customer relations and exceptional negotiation skills. Seeking to apply diverse sales experience in order to achieve the next step in my career with an organization dedicated to providing world-class sales promotions and customer service. I am a very hardworking and results oriented person with the ability to work in a challenging environment with little or no supervision and with excellent communication skills, very dedicated and open to learning new things to achieve the goals of the organization I work for. A very good team player who interacts well with people from diverse backgrounds.

**Highest Educational Attainment**

Level : Bachelor’s Degree

Course : Business Administration (Marketing)

University : Makerere University Business School

**WORK EXPERIENCE**

**Telesales/field sales and Clients’ Relations Executive**

**Mauritius United Assurance**

**July 2019 – October 2021**

***Key roles & responsibilities***

* Identifying and creating a business prospect list and dealing directly with prospects and clients through phone calls, mail or face to face.
* Generate leads and turn them into sales.
* Promptly resolve customer complaints and queries
* Segmenting new market channels for products
* Provide high quality customer service.
* Interface with customers to identify their purchase needs and direct them appropriately.
* Champion promotional drives to increase sales revenues and actualize consultative telesales activities.
* Value addition to the brand and protecting the image of the company.
* Monitoring customer needs, maintain a good customer relationship and grow the customer/clientele base, as well as take record of detailed customer interactions and transactions.
* Innovation of marketing and sales strategies that open up new markets for our products to the masses in order to achieve the desired target through especially phone call conversations.
* Organizing and attending meetings with clients as well as maintaining customer data base
* Obtain and evaluate all the relevant information to handle product and service inquiries.

**Sales executive and Product consultant**

**IAA – HEALTH CARE– Medical Insurance**

**July 2015 – March 2019**

***Key roles and responsibilities***

* First Point of contact for the clients and the company
* Deal directly with clients through phone, mail or face to face.
* Market and sell the company to the masses in order to achieve the desired target.
* Provide feedback on efficiency of customer service process.
* Advice clients on how best they can achieve best results and well utilization of their insurance policies.
* Take record of detailed customer inquiries, interactions and transactions.
* Obtain and evaluate all the relevant information to handle product and service inquiries.
* Come up with new ideas on how best to introduce and sell new policies/products to achieve the desired market consumption.
* Organizing and attending meetings with new clients
* Communicating weekly reports of my progress to my manager

**Administrator, Customer Relations, Sales & Marketing Executive - Phototec 1Hr.Lab: Dealers in photographic products and Events Managers.**

**September 2007 – August 2014**

***Key roles and responsibilities***

* Manage and responsible for the overall running of the office the operational, budgetary, and financial responsibilities and activities of the company.
* First Point of contact and direct communication for clients and the company.
* Deal directly with customers on a day to day and time to time basis.
* Make business decisions that are financially responsible, accountable, justifiable, and defensible in accordance within the company’s policies and procedures.
* Cultivate an excellent long-term relationship with clients and maintaining an ongoing communication.
* Prepare periodic reports for management.
* Implement work administrative procedures and processes to enhance efficiency through training and upgrading employee’s skills.
* Researching and suggesting different advertising avenues for the company.
* As a marketing manager, planning the sales and marketing strategies to be adopted by the company and discuss the same with the top-level management.
* Implementation of the sales and marketing strategies.
* Active participation in the managers meeting and suggesting the Sales and marketing policies to be adopted by management.
* Preparation of a monthly report high lighting all details of the marketing division.

**Trainings & Certifications**

Certificate of completion in Customer Service Skills. August 2020

Certificate in product defining, development and growing the Market April 2017

Certificate of Proficiency in Insurance Sales June 2016

Certificate in professional selling skills August 2015

**Key skills and personal attributes**

* Exceptional negotiation and multi-tasking abilities and easily adopt to new environments
* Excellent written and oral communication skills with fluency in English
* Solid analytical & creative thinking skills for effective decision making with a passion to learn
* Excellent listening, interpersonal skills and a very good team player
* Ability to work independently and under immense pressure with no supervision
* Goal oriented with a great desire for success.
* Computer literate (MS. Word, MS. Excel, MS. Access, Power point & Internet savvy).

**Hobbies**

Travelling, Meeting new people, Reading, Humanitarian activities.