



# ELMERA BONUEL

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Dubai

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## PROFESSIONAL SUMMARY

Accomplished Supervisor who drives success and directs high-producing teams while developing high levels of employee loyalty. Experienced in using cost-reduction methods and streamline production processes. Focused on meeting customer's expectations and achieving company goals.

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## WORK HISTORY

**SENIOR SALES ASSOCIATE**, 10/2019 - Current

**DAMAN NOOR INSURANCE SERVICES (OLD RMF)**, Dubai, DIFC

- Determining annual gross-profit plans by forecasting and developing annual sales quotas for branches; projecting expected sales volume and profit for existing and new products.
- Implementing the procedures and also policies.
- Retain existing customers by providing prompt customer services .
- Supervise and oversee the maintenance of customer database .
- Receiving and co-ordinate all sales inquiries in line with company sales process .
- Directs staffing, training and performance evaluation to develop and control sales and marketing programs .
- Dealing with the needed information for sales and marketing, including the product information and the standard of customer service.
- Solving customer complaints .
- Meeting the prospective clients to closed the deal.
- Managing the company social media accounts and posting relevant content.
- Ensuring and checking carefully the sales team to update the CRM effectively with appropriate data.
- Act as a contact between a company and its existing and potential markets .
- Creating detailed proposal documents, often as part of a formal bidding process which is largely dictated by the prospective customer.

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**SUPERVISOR**, 10/2018 - 06/2019

**Care 4 You Insurance Services**, Dubai

- Supervising Staff/branches .
- Coordinating with all sales inquiries .
- Creating detailed proposal documents, often as part of a formal bidding process which is largely dictated by the prospective customer.
- Communicating and meeting big prospective companies to close the deal .
- Arranging staff schedules .
- Monitoring employee productivity and providing constructive feedback and coaching .
- Researching potential target industries and customers .
- Monitoring income in all branches .
- Gathering prospective clients .

- Receive complaints and solve problems.
- Reviewed and assessed ongoing operations, developing initiatives for continuous process improvement.
- Demonstrated ability to assess risk and respond to issues appropriately.
- Interviewed, hired and trained employees on new procedures and requirements.

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**GENERAL MANAGER**, 04/2017 - 07/2018

**RMF Insurance Services**

- Monitored and evaluated teams, identifying and targeting opportunities for improvement.
- Delivered customized and effective solutions to clients that met unique demands.
- Boosted productivity by consolidating material planning, data-collecting, payroll and accounting programmes into one main system.
- Supervised over 5 branches and assembly employees to maximize productivity.
- Worked with promotional teams to develop new marketing strategies.
- Used strategic and forward-thinking business techniques to maximize turnover.
- Enhanced operational success through effective staffing, strong training, adherence to food safety and sanitation regulations and well-timed customer service.
- Led all corporate communications to optimise information sharing initiatives.
- Drove sales by effectively managing several multi-units within facility.
- Increased revenue streams by reducing costs, managing schedules and performing variance and risk analysis to implement corrective actions.

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**SALES EXECUTIVE**, 02/2017 - 04/2017

**RMF Insurance Services, Al Nahda**

- Selling company products thru walk-In clients .
- Keeping records of calls and sales and note useful information .
- Upsells customers to larger products, more extensive packages, or higher priced services .
- Explaining product pricing and negotiates bulk or package pricing .
- Accurately and efficiently enters customer information into company databases for mailing and billing purposes.
- Qualified prospects to determine potential for future sales and prioritize conversion efforts.
- Coordinated with purchasing manager to negotiate and secure contracts with key clients.
- Leveraged industry, competitor and product knowledge trends to shape value-added solutions and approaches.

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**SECRETARY**, 10/2016 - 01/2017

**Al Garhoud**

- Receiving calls and email inquiry.
- Organizing company meeting for prospective client.
- Typing and collating report.
- Acting as receptionist and meeting and greeting clients.
- Preparing reports by collecting information.
- Make travel arrangements.
- Document expenses and hand in reports.
- Manage the daily/weekly/monthly agenda and arrange new meetings and appointments.
- Support and facilitate the completion of regular reports.
- Met incoming customers and provided friendly, knowledgeable assistance.
- Turned dictation into complete letters, memoranda and emails.

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| SKILLS | <ul style="list-style-type: none"><li>• Excellent communication skills both written and verbal</li><li>• Ability to motivate and lead a team</li><li>• IT skills</li><li>• Ability to work calm under pressure</li><li>• Organizational and planning skills</li><li>• Target-driven</li></ul> | <ul style="list-style-type: none"><li>• Customer service</li><li>• Business planning</li><li>• Inspiring team leader</li><li>• Data collection and analysis</li><li>• Motivational communicator</li><li>• Business administration</li></ul> |
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| PERSONAL DETAILS | Nationality : Filipino<br>Date or Birth : 13th June 1993<br>Marital Status : Single<br>Language : English |
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| EDUCATION | <b>Bicol University, Philippines, 2015</b><br><b>Bachelor of Science: Civil Engineering</b><br><br>-----<br><b>Sorsogon StateUniversity, Philippines, 2012</b><br><b>Bachelor of Science: Education</b> |
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