

KIRSTEN FROILYN

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Dear Hiring Manager,

I am writing to express my interest in working at your esteemed organization. With **15** years of diverse work experience in Dubai, UAE, I bring a unique blend of skills and expertise that align perfectly with the requirements of the position.

During my **8-year tenure** at Emitac Healthcare, I progressed from a **Receptionist** to an **Executive Assistant** to the **VP of Sales & Marketing**, eventually taking on the role of **Sales Analyst/Quotation & Tender Executive**. This journey allowed me to develop a comprehensive understanding of the healthcare industry and honed my abilities in sales analysis and tender management.

In my current role as a **Sales Support Specialist** at **Nihon Kohden Fze**, a medical manufacturing subsidiary from Japan, I have successfully provided sales data to 6 Sales Country Managers and our Director, facilitating informed decision-making regarding CRM forecasts and achievements. I have been responsible for the seamless arrangement of contracts, registration of new customers, and effective management of the West Africa Sales Territory. Notably, I have exceeded the half-yearly target for West Africa in 2023.

I am confident that my background, coupled with my commitment to achieving and surpassing targets, makes me a valuable candidate for the suitable position.

I look forward to the possibility of contributing to and growing with your organization.

My Visa Status: Employee/Company Visa (transferable)

Work Experience in the UAE: 3 yrs Administration

5 yrs Executive Secretary/Assistant

3 yrs Sales Analyst

3 yrs Sales Specialist

Sincerely,

Kirsten F.



[linkedin.com/in/kirsten-froilyn-91053568](https://www.linkedin.com/in/kirsten-froilyn-91053568)

Curriculum Vitae



Kirsten Froilyn

UAE Driver License Holder

21 November 1991

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Academics:

American Certification Inst.
Certified HR Professional -2014

Blue Ocean Academy-2014
(KHDA Certification)
> Certified HR Professional
> Certified HR Manager
> Trained for HR Consultant

Cambridge International School
IGCSE 0 Level – 2006-2010

Languages:
English, Tagalog

Areas of Expertise & Technical Skills

- Operations Management
- Basic Accounts
- Microsoft Office Suite
- Sales Force (CRM)
- Problem Resolution
- Customer Service
- Personnel Management
- Quote and Tendering
- Administration
- Process Development & Implementation
- Sales and Marketing Process
- Relationship Development & Maintenance

Professional Experience

March 2022 – Current

Sales Support Specialist

Nihon Kohden Middle East Fze



- Creating Sales Reports, Salesperson and Other Department Activities & presentation thru excel tables to Management
- Dedicated to driving growth and success in our African territory. Achieved Half Year Target this 2023 worth USD \$400k.
- Ensuring seamless transactions with our distributors through quote creation, contract management and the identification of new partners for the expansion for the African region.
- I am also a crucial resource for our Sales Managers and Directors, providing valuable support to enhance our overall sales strategy.
- Facilitating to obtain data from the Sales Team/Finance for the Sales Weekly Meeting cycles, including orders in take/ pipeline tracking visibility

May 2017 – Feb 2022

Commercial Sales Analyst and Quotation Executive

Emitac Healthcare Solutions



- Facilitating to obtain data from the Sales Team for the Strategic Planning monthly meeting cycles, including orders in take/ pipeline tracking visibility
- Provide guidance and support to the Sales Team on inputting data/orders in the CRM
- Analyze Sales and Revenue and work closely with the Finance Team

Executive Assistant to VP of Sales & Marketing

EA duties removed by Jan 2019 to focus on Sales Analyst role

- Collate, manage and present monthly reports from Sales Team and Head of Verticals (Sales Funnel excel sheet, PO Bookings, Tender quotation reports, etc.) to VP of Sales and Business Excellence Director
- Direct contact for all Sr. Management about monthly process for CRM and Sales Funnel updates that should be presented to VP or VP to CEO.
- Preparing routing and non-routine correspondence, reports and presentations while regularly handling information that is sensitive or confidential in nature.
- Distributing tasks to the Heads of Verticals (HOV) on the VP's behalf as necessary.
- Perform administrative duties such as photo copying, scanning of contracts/documents, emailing, filing, dispatching/ releasing and updating records.
- Regular interactions with employees' at all department levels to obtain information that is needed.
- Ensure support to colleagues as & when required (HR Department, Finance Dept, Sales Dept and Admin Dept.)

February 2014 – May 2017

Front Desk Executive/ Asst. Billing Coordinator

Emitac Healthcare Solutions

- Maintain the front desk of the organization, screening phone calls, greeting and receiving visitors politely and professionally.
- Update the movement registers for designated personnel and organize the usage of the Video Calls and conference room, blocking as per request.
- Arrange and track pickup and delivery of couriers and organize express and pickup from multiple vendors as per request.
- Generate and submit invoices and send via courier or staff to customers.
- Track acknowledgement invoiced by customers and follow up with service reports, PPM and Warranty.
- Assist and help billing team members execute billing during busy periods and HR with interviewee schedule and sending out via emails.
- Resolve simple issues with customers telephonically while assisting the sales team and responded efficiently to customer queries.

September 2010 – January 2014

CEO Executive Secretary

Kaizen International (HR/Management Consultancy)



- Prepared and managed correspondence, reports and documents and organized and coordinated meetings and travel arrangements.
- Instrumental in creating and maintaining information and databases of Training Course PowerPoint.
- Created examinations, other university teaching materials & organized university classes.