



## **JOHN PASCAL DEMELLO**

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Sales & Business Development Specialist

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**LOCATION:** DUBAI, U.A.E

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### **SUMMARY**

- Freight forwarding, Fine Art & Relocation Logistics Specialist.
- Over 15 years' experience in the sales, Events and hospitality industry.
- Proven Technical Communicator with expertise in Sales & Marketing, Business Development & Customer Support.
- A highly efficient planner & organizer with a keen eye for finding the simpler, quicker and more efficient way of doing things & recognize potential opportunities / infrastructure necessary to facilitate growth.
- Excellent communication, convincing, negotiation, influencing & interpersonal skills.
- Skilful in diagnosing, understanding & handling customers' / clients' needs or want and wants resolving their issues with ease.
- Young, energetic and enthusiastic with refined manners. Can work under pressure and meet deadlines.
- Self-motivated and ambitious with strong desire to succeed
- Motivated

## **EXPERIENCE**

### **Business Development Manager.**

#### **Consolidated Shipping Services LLC**

**JUNE 2021 TO PRESENT**

- Trained all incoming sales team members.
- Supported the sales team in writing proposals and closing contracts.
- Contacted customers by phone and email in response to enquiries.
- Built relationships with customers and the community to establish long-term business growth.
- Maintained knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
- Attended sales training camp and brought best practices leadership back to the company.
- Reviewed operational records and reports to project sales and determine profitability.
- Planned and directed staff training and performance evaluations.
- Promptly resolved all customer requests, questions and complaints.
- Developed quarterly and annual sales department budgets.
- Approved all sales staff budget expenditures.
- Attended monthly sales meetings and quarterly sales training.
- Recorded accurate and efficient records in the customer database.
- Quoted prices, credit terms and other bid specifications.
- Contacted new and existing customers to discuss how their needs could be met through specific products and services.
- Negotiated prices, terms of sales and service agreements.
- Built relationships with customers and the community to promote long-term business growth.
- Prospected and conducted face-to-face sales calls with business executives and directors throughout assigned territory.
- Prioritised tasks and projects to meet tight deadlines.

- Identified prospective customers by using business directories and following leads from existing clients.
- Met existing customers to review current services and expand sales opportunities.
- Kept detailed records of daily activities using online customer database.
- Involved in pitching and presenting at boardroom level.
- This could include presentations to HR (Human Resources) departments and will require meticulous planning and proposal writing.
- Generate new leads with the aim of creating more sales.
- Maintaining all Freight forwarding Clients to they shipment needs.
- Scheduling appointments, preparing and delivering presentation to the client, having researched their business and requirements.
- Work on sales follow-up activities. Maintaining customer relationships and ensuring customer loyalty through excellent customer service as well as meeting all clients' needs appropriate to their business.
- Working as part of a team and closely with other departments within the organization.
- Primarily responsible for International & Domestic Freight Sales concerning all Organizers of exhibitions, events & fine arts at various exhibition centres, art galleries & museums.
- This involves all logistic related issues required for smooth running of exhibitions & events.
- Introduces our logistics capabilities to various museums, art galleries in the Middle East & around the world.
- Ability to advice on production schedules, timelines, technical feasibility of exhibitions and maintenance of artworks to organizers of various exhibitions, events & fine arts

#### Sales & Business Development Manager

##### **IAL logistics Emirates LLC**

**SEP 2019 TO APR 2021**

- Trained all incoming sales team members.
- Supported the sales team in writing proposals and closing contracts.
- Contacted customers by phone and email in response to enquiries.
- Built relationships with customers and the community to establish long-term business growth.
- Maintained knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
- Attended sales training camp and brought best practices leadership back to the company.

- Reviewed operational records and reports to project sales and determine profitability.
- Planned and directed staff training and performance evaluations.
- Promptly resolved all customer requests, questions and complaints.
- Developed quarterly and annual sales department budgets.
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- Ability to advice on production schedules, timelines, technical feasibility of exhibitions and maintenance of artworks to organizers of various exhibitions, events & fine arts

### Sales Manager

#### **Orbit Logistics FZCO**

**MAY 2018 TO AUG 2019**

- Trained all incoming sales team members.
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- Contacted customers by phone and email in response to enquiries.
- Built relationships with customers and the community to establish long-term business growth.
- Maintained knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
- Attended sales training camp and brought best practices leadership back to the company.
- Reviewed operational records and reports to project sales and determine profitability.
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#### Sales & Business Development Assist Manager

#### **Freight International LLC**

**DEC 2015 TO FEB 2018**

- Involved in pitching and presenting at boardroom level.
- This could include presentations to HR (Human Resources) departments and will require meticulous planning and proposal writing.
- Generate new leads with the aim of creating more sales.
- Maintaining all Freight forwarding Clients to they shipment needs.
- Scheduling appointments, preparing and delivering presentation to the client, having researched their business and requirements.

- Work on sales follow-up activities. Maintaining customer relationships and ensuring customer loyalty through excellent customer service as well as meeting all clients' needs appropriate to their business.
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### Senior Sales Executive

#### **Writers Corporation LLC**

**MAY 2014 TO DEC 2015**

- To identify and secure new Clients for Relocations, FineArt and Freight forwarding Logistics.
- Act as single point of contact for customers and assist in meeting their needs.
- Work directly with Outside Sales Team and Customer Service Department to generate business and meet departmental and individual goals.
- Complete daily calls to assigned accounts.
- solicit and secure freight.
- Maintain customer relationships.
- Call customers to obtain directions and arrange for timely pick-ups and deliveries for fine art, as necessary.

### Sales Executive

#### **Bridgeway Shipping LLC**

**SEP 2011 TO APR 2014**

- To identify and secure new Clients for Relocations, FineArt and Freight forwarding Logistics.
- Act as single point of contact for customers and assist in meeting their needs.
- Work directly with Outside Sales Team and Customer Service Department to generate business and meet departmental and individual goals.
- Complete daily calls to assigned accounts.

- solicit and secure freight.
- Maintain customer relationships.
- Call customers to obtain directions and arrange for timely pick-ups and deliveries for fine art, as necessary.

## **EDUCATION**

Bachelors in Commerce

**Osmania University**

APR 1999 TO 2001

Correspondence

## **SKILLS**

Ability to work under pressure, Decision Making, Time Management, Adaptability, Teamwork, Creativity, Self- Motivation, Conflict Resolution, Leadership, Communication, Goal-orientated, Positive and upbeat, Reliable.

## **LANGUAGES**

ENGLISH \*\*\*\*\*

HINDI \*\*\*

## **COMPUTERS SKILLS**

**Microsoft Office.**

Intermediate

## **HOBBIES**

- OUTDOOR SPORTS
- COOKING
- READING
- GAMING



