

NATASHA JAHANGIR

Sales & Marketing | Skilled Communicator | Team Leader



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Al Nahda, Dubai,

SKILLS

- Business Development
- Strategic Planning
- Market Analysis
- Supervision
- Office Administration
- Team Building
- Office Management
- Product Development
- Training & Development
- Relationship Building
- Contract Negotiation
- Corporate Innovation
- Competitive Analysis
- Team Development
- Continuous Improvement
- Time Management
- Strong Networking
- Managerial
- Collaborative Skills
- Leadership
- Critical thinking
- Adaptability
- Presentations
- Customer Service

EDUCATION

Bachelor in Information & Technology
University of Central Punjab
2010 – 2013

LANGUAGES

English, Hindi, Punjabi, Pashto & Urdu
Currently Learning Arabic

PROFESSIONAL PROFILE

Success-driven, resourceful and self-motivated professional with expertise as an Online Sales Executive, Business Development, Office Administration & Supervisory roles. Professional and approachable attitude with effective communications skills and the ability to work with people from diverse backgrounds. Seeking a Team Leader position that provides me with the opportunity to use my skillset and experience in order to contribute in a meaningful way to the advancement of company goals.

CORE COMPETENCIES

- Outstanding Interpersonal skills with strong Team Spirit & Respect for Diversity
- Ability to meet Deadlines, work on multiple projects & coordinate with others
- Strong Written/Verbal communication for Documentation and Correspondence
- Proficient in Computer systems and MS Office suite (Word, Excel, PowerPoint)
- Strong organizational capability, able to prioritize & meet deadlines
- Exceptional organization skills with ability to prioritize & manage multiple tasks
- Ability to work in a fast-paced environment with enthusiastic, flexible attitude.
- Ability to accept and learn from criticism

WORK EXPERIENCE

Team Leader

Oct 2022 - Present

Finnovative Gulf LLC

Dubai, UAE

- Lead, mentor, and motivate team of telesales representatives
- Fostering a positive and high-performance work environment.
- Set clear performance targets for the telesales team in alignment with overall company objectives.
- Collaborate with the customer service team to address customer feedback & concerns to enhance overall customer satisfaction.
- Monitor individual & team performance to constructive feedback
- Implementing performance improvement tasks as needed.
- Develop and implement training programs to enhance the product knowledge, sales skills, & customer service capabilities of the team.
- Collaborate with the sales & marketing teams to develop & implement effective strategies for outreaching & exceeding targets.
- Provide detailed information about Personal Financing products, explaining T&Cs, Interest rates, and Repayment options to customers
- Achieve and exceed monthly sales targets by actively engaging with leads, overcoming objections, and closing successful deals.
- Maintain accurate and up-to-date records of customer interactions and transactions using the company's CRM system
- Provide exceptional customer service by addressing inquiries, resolving issues, and maintaining a positive rapport with clients throughout the lending process.
- Continuously improve product knowledge & sales techniques through attending training programs and self-learning to enhance overall team performance.

Senior Sales Executive

Apr 2021 - Sept 2022

Azym Technologies LLC

Dubai, UAE

- Meeting with clients virtually & in-person during sales visits
- Actively seeking out. New sales opportunities through calls, emails & events
- Setting up meetings with potential clients and listening to their wishes and concerns.
- Cold calling, networking and social media.
- Demonstrating and presenting website, digital packages, and products
- Establishing new business connections & maintaining constant follow-ups
- Attending trade exhibitions, conferences and meetings
- Reviewing sales performance and negotiating contracts and packages
- Working towards monthly or annual targets.
- Conducting market research to identify selling possibilities and evaluate customer needs.

Sales & Customer Support Executive

Oct 2020 - Apr 2021

Radisson Blu - Canal View

Dubai, UAE

- Monitor and handle inquiry calls and provide client proposals in accordance.
- Follow the process as per the respective departmental policies and procedures.
- Meet the sales objectives on a monthly, quarterly and yearly basis
- Solicit group, corporate & banquet business through action plan preparation & execution
- Manage Customer inquiries, requests and RFP inquiries through the CRM platform
- Participate in conference & promotional events within the hotel
- Maintain accounts, contact, activity, and business details within the CRM Platform
- Prepare weekly, monthly, quarterly and annual reports, as required
- Follow the policies and procedures defined by the Hotel and Department

Business Development Executive

Mar 2020 – Oct 2020

HiveTech Technologies

Islamabad, Pakistan

- Facilitated cold and warm calls to prospective leads
- Scheduled and follow through on calls with leads & current customers.
- Self-improved continuously by way of experience and manager feedback.
- Scheduled meetings with prospects to visit customers along with the team for company & product presentations
- Educated the customer about the company products portfolio and their usage.
- Assisted the sales head in developing new business relations and developing and maintaining a customer database.
- Handled incoming calls and emails, routed and engaged accordingly where required.
- Sourced and worked customer referrals via the online platform, google search, attend exhibitions, etc.
- Answered all lead and customer questions accurately; prioritize and/or escalate lead and customer questions as needed
- Maintained positive business and customer relationships in the effort to extend the customer lifetime value
- Developed strategies for more effective sales, both individually and as part of a team
- Tracked all appointments, sales, complaints, status reports, etc. thoroughly for manager review
- Marketing engagement via social media and getting connected with international principals.
- Email marketing, Tele calling, and attending international business exhibitions when and where required.

Operations Team Lead

Feb 2019 – Feb 2020

Roda Al Marooj Hotel

Dubai, UAE

- Monitoring equipment and supplies levels to ensure that they are available when needed
- Ensuring that all safety regulations are followed at all times
- Communicating with staff regarding upcoming projects or tasks that need to be completed
- Managing projects and ensuring that deadlines are met by working with other departments to provide materials
- Reviewing employee performance to ensure that work is being completed effectively
- Overseeing the work of employees to ensure that it meets standards of quality and is completed in a timely manner
- Analyzing data from past operations to identify trends or opportunities for improvement
- Supervising staff members to ensure that they are performing their duties in accordance with company policies
- Ensuring that all company procedures are followed regarding safety, security, and environmental protection