



# NATASHA JAHANGIR

Sales & Marketing | Skilled Communicator | Team Leader



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Mai Tower, Al Nahda, Dubai,

## SKILLS

- Business Development
- Strategic Planning
- Market Analysis
- Security Services
- Supervision
- Team Building
- Inventory Management
- Office Management
- Product Development
- Training & Development
- Relationship Building
- Contract Negotiation
- Program Management
- Corporate Innovation
- Import/Export Operations
- Competitive Analysis
- Leadership Development
- Continuous Improvement
- Time Management
- Strong Networking
- Project Management
- Emergency Management
- Collaborative Skills
- Leadership
- Critical thinking
- Adaptability
- Monitoring
- Presentations
- Customer Service

## EDUCATION

Bachelor of Information and Technology (B-COM) IT |  
University of Central Punjab |  
2011 – 2013

## PROFESSIONAL PROFILE

Success-driven, resourceful and self-motivated professional with expertise in Online Sales Executive, Control Room Security, Business Development Executive, Reception & Control Room Security, Security Supervisor, Sales Supervisor, and Customer service. Skilled at developing and enforcing physical security standards while maintaining and testing security systems to ensure functionality. Professional and approachable attitude with effective communications skills and the ability to work with people from diverse backgrounds. Seeking a position that provides me with the opportunity to use my variety of skills and experience 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)
- Can operate all computer OS like Win7, Win8, Mac by Apple Inc.
- Can operate all mobile platforms like Android, iOS, Windows, etc.
- 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.
- Can speak English, Hindi, Punjabi, Pashto and Urdu
- Ability to accept and learn from criticism

## WORK EXPERIENCE

Senior Sales Executive  
Azym Technologies

Apr 2021 - Present  
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  
Radisson Blu Canal View

Oct 2020 - Apr 2021  
Dubai, UAE

- Monitor and handle inquiry calls and provide client proposals in accordance with established 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, request and RFP inquiries through CRM platform
- Participate in conference & promotional events within the hotel
- Maintain accounts, contact, activity and business details within the CRM Platform
- Work closely with the Sales & Conference Services teams to ensure Contract were delivered and guests depart satisfied
- Prepare weekly, monthly, quarterly and annual reports, as required
- Follow the policies and procedures defined by the Hotel and Department

#### **Business Development Executive**

**HiveTech Technologies**

**Mar 2020 – Oct 2020**

**Islamabad, Pakistan**

- Facilitated cold and warm calls to prospective leads; schedule and follow through on calls with leads & current customers.
- Self-improved continuously by way of experience and manager feedback.
- Scheduled the meeting with prospects and give company presentations visit customer along with team as discussed.
- Educated the customer about company products portfolio and their usage.
- Assisted the sales head for developing new business relations and develop and maintain customer database.
- Handled incoming calls and emails, route and engaged accordingly where required.
- Sourced and worked customer referrals via online platform, google search, attend the 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 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 medium and get connected with international principals.
- Email marketing, Tele calling, attend international business exhibitions when and where required.

#### **Security Team Lead**

**Roda Al Marooj Hotel**

**Feb 2019 – Feb 2020**

**Dubai, UAE**

- Investigated incidents and prepared detailed reports regarding results
- Collaborated with management in identification of safety hazards and recommending appropriate solutions
- Managed difficult and dangerous situations without disrupting hotel operations
- Managed patrols of hotel premises for violations crime and suspicious activity
- Ensured personnel complied with security and corporate standards
- Capable of providing first aid services when waiting for emergency services is not an option
- Proficient in sophisticated surveillance equipment and monitoring devices
- Monitored premises of large commercial office complex with CCTV network.
- Reviewed activities captured on camera and notified authorities of suspicious activity.
- Archived CCTV footage and maintained its tracking database.

#### **Sales Supervisor**

**MAC Cosmetics**

**May 2015 – Mar 2018**

**Islamabad, Pakistan**

- Managed retail staff, meet financial objectives by preparing an annual budget
- Scheduled expenditures; analyzed variances; initiated corrective actions.
- Formulated pricing policies. Ensure pricing is correct. Work on store displays.
- Attend trade shows to identify new products and services. Coached, Counseled, Recruited & Trained employees.
- Identified current and future trends that appeal to consumers.
- Ensured merchandise is clean and ready to be displayed.
- Maintained inventory and ensure items are in stock. Kept up with fluctuating Supply and demand.
- Ensured promotions are accurate and merchandised to the company's standards.
- Ensured standards for quality, customer service and health and safety are met.
- Monitored local competitors. Handled customer questions, complaints, and issues

#### **Assistant Floor Supervisor**

**Cosmo Cash & Carry**

**Mar 2013 – May 2015**

**Rawalpindi, Pakistan**

- Prepares the records for Inventory, receiving goods, ledger from the respective parties on a fortnightly basis
- Maintains the quantity wise sale of the entire cashier and reconciled on daily basis;
- Prepares the list of fixed assets of every cashier on monthly basis.
- Checks and maintains the floor and staffs in order to achieve the targets and goals.
- Provides first class customer service that brings customers come again.
- Plan, organize and implement several projects simultaneously, which gives close attention to each assignment.