

NAZIA ANWAR

naziakhurram01@gmail.com | **H:** +971551472663 | **M:** +971551472663

Nationality: Pakistani | **Permit:** UAE Driving Licence

PROFESSIONAL SUMMARY

Resourceful and adaptable individual with strong organisational, time management and problem-solving abilities. Dedicated to optimising business profits by negotiating optimum supplier contract terms. Proactive in sourcing new vendors and suppliers to boost product offerings. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. Professional Sales Executive with 10 years of experience attending to needs of customers and converting prospects to increase sales. Accomplished in emphasising service features and benefits, quoting prices, discussing credit terms, preparing sales order forms and developing reports. Expert in overcoming objections from prospective customers to maximise sales opportunities. Talented Sales Assistant bringing enthusiasm and eagerness to learn new skills with retail sales.

WORK HISTORY

Jul 2021 - Oct 2022

Secretary cum receptionist

Al Burkan Machinery and Heavy Equipment LLC - Dubai, UAE

- Organised personal and professional calendars, supplying timely reminders of upcoming meetings and events.
- Checked and opened mail, enabling prompt response to correspondence, bills and invoices.
- Prepared meeting rooms and event spaces to achieve successful client engagements.
- Processed mail, email and phone enquiries, minimising correspondence backlogs.
- Professionally greeted clients and delivered friendly, knowledgeable assistance.

May 2019 - Jan 2020

Premier Relationship Officer

Derby Group, U.A.E(H.S.B.C bank) - Dubai, U.AE

- Sales & Customer Service
- To provide HSBC financial services which exceed the customer's expectations by delivering an unbiased, competent, and timely and problem free service
- Profile each and every customer met to understand their needs

Jul 2018 - Apr 2019

Customer Service Representative

Innovations Group, U.A.E

- Field Visits, telesales, Negotiating the terms of an agreement
- Evaluated sales and service processes to generate targeted improvement strategies and increase revenue opportunities.

- To provide Emirates NBD customers financial services which exceed the customer's expectations by delivering an unbiased, competent, and timely and problem free service
- Profile each and every customer met to understand their needs.
- Explained establishment policies to customers and offered advice on selections.

Jul 2015 - May 2018

Sales & Customer Service

Emirates Islamic Bank, U.A.E -
Dubai, U.AE

- Sales & Customer Service
- To provide Emirates Islamic bank customers financial services which exceed the customer's expectations by delivering an unbiased, competent, and timely and problem free service
- Profile each and every customer met to understand their needs
- Provide constructive and constant feedback on improvement of: products, services, processes which may either reduce cycle time or costs or enhance customer satisfaction.

SKILLS

- SKILLS PROFILE
- COMMUNICATION
 - Presentation skills Gained through participation in course seminars and presentation of a project
 - Sales skill Working in retail required both product knowledge and an ability to assess and
 - Meet customer need. This role also helped to develop negotiation skills
- TEAMWORK
- BUSINESS AWARENESS AND PROBLEM-SOLVING
 - The combination of studying business at
 - Outlook - experience using outlook.
 - Word processing -experience in producing reports and correspondence to a professional standard using
 - Word software
 - Used Excel and Access as part of degree, competent in using the web particularly in research
 - Strong analytical, interpersonal & communication skills.
 - Vision plus
 - Finacle
 - Exemplary verbal and written communicator

- university and work experience in a variety of commercial
- Document preparation
- Price negotiation
- Environments have given me a clear perspective on the operation of the market and the demands and
- Pressures business face
- IT OR ADDITIONAL SKILLS

EDUCATION

Achieving Certificate of Appreciation from Emirates Islamic Bank to Highlight the Fraudulent Transaction by the Customer.

Etiquette Diversity and Multicultural Appreciation Sales and Service Excellence Shari'a Principles and Islamic contracts Compliance CRM Fraud Awareness

Certificate of Higher Education: Intermediate in Commerce
Sheikh Rashid School | Dubai

1999

E.Commerce: Commerce
NIT Institute | Dubai