

**LEON GERALD EARL**

**Phone**: +971-50-8769784

**Email**: [leongerald.earl@gmail.com](mailto:leongerald.earl@gmail.com)

**Profile Snapshot:** A confident honest and hardworking individual seeking a position to showcase my skills and work experience towards building a better organization and also help upskill my growth and development.

**1: Work Experience:**

* Working with Rivoli Group as a Sales Executive from Dec 2014 – Oct 15th 2021.

**Job Role:**

* Meets and Greets Clients, staying focused during the entire process and presentation.
* Sells products by establishing contact and developing relationships with prospects, recommending the right product and providing brand information.
* Maintains relationships with clients by providing support, information, and guidance by researching and recommending new opportunities.
* Identifies product improvements or new products by remaining current industry trends, market activities, and competitors
* Prepares reports by collecting, analyzing, and summarizing information.
* Maintains quality service by establishing and enforcing organization standards.
* Maintains professional and technical knowledge by attending educational workshops, establishing personal networks, benchmarking state-of-the-art practices, participating in professional societies.
* Contributes to team effort by accomplishing related results/ individual targets and monthly store targets.

**Work Experience:**

* Worked for Apollo Health Street as Customer Service Representative (Sr. Process Associate) from 2006-2012.

**Job Role:**

* Greet customers warmly, Build sustainable relationships of trust through open and interactive communication
* Provide accurate, valid and complete information by using the right methods/tools
* Resolve product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem
* Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure customer satisfaction
* Keep records of customer interactions, process customer accounts and file documents
* Follow communication procedures, guidelines and policies. Go the extra mile to engage customers
* Work with customer service manager to ensure proper customer service is being delivered

**Work Experience:**

* Worked for a Marketing Consultancy for various products from (2002-2004)

**Initiatives and Main Contributions**

* Implemented marketing initiatives, campaigns and strategies to promote products and brand name to potential customers.
* Initiated new marketing procedures to sell products at optimal capacity.
* Analyzed various marketing tools, service and channels for initiating successful product marketing.

**Other Key Functions:**

* Performed market research and interacted with company teams in order to plan marketing strategies, budget, pricing and sales targets.
* Launched new products in press releases and at presentations.
* Organized public events to represent the firm in exhibitions, at road shows and market leaders, on the Internet and media, etc.
* Evaluated and monitored performance of product on the market.
* Worked with operations and sales teams to clarify and solve difficulties involved in the products and their sales.

**Work Experience:**

* Worked for Pizza Hut in different departments from 2000-2002

**Key Qualification**:

* Over 2 years of serving experience in fast paced restaurant environment.
* Exceptional communication and customer service skills.
* Highly skilled in taking food and beverage order correctly and in a suitable fashion and enter orders into the online system.
* In-depth knowledge of monitoring the flow of patrons and food and beverage items.
* Hands-on experience in maintaining sanitation and excellent condition of utensils, work area, and dining room.
* Proven record of delivering food and drinks to the guest in a friendly and specialized manner in line with hotel standards.
* Able to handle financial transactions correctly.
* Demonstrated ability to utilizing suggestive selling techniques.
* Able to follow cash, credit card, and room charge procedures.

**Education Qualification:**

* All Indian Institute of Trade & Commerce B.Com Computers (2006-2009)
* Intermediate CEC from Indian Institute of Secondary Education (2004-2006)
* SSC from St Patrick’s High School (1999-2000)

**Technical Qualification:**

* I am proficient in MS- Office, EXCEL.
* Edge Electronic Data Gathering

**Knowledge and Skills:**

* Retail and Store Operations
* Independent Management and Multi-Tasking
* Strong Communication Skills.
* Strong Relationship Management Skills.
* People Management Customer Engagement
* Approx. 12 years of experience in Customer Service & Sales Marketing

**Personal Information:**

Name: Leon Gerald Earl

Father’s Name: George Earl

Day of Birth: 20th December 1983

Languages Known: English Hindi and Telugu

Passport Details: Indian Passport No M3145743

Driving License: Valid UAE Driving License

I hereby declare that the above – furnished information is true and correct to the best of my knowledge.

\*References can be provided on request

Signed: Date:

**Leon Gerald Earl**