

AMANDEEP SINGH

Faridabad, India



Mobile: 0091-9311808880

E-mail: aman_ammyy@yahoo.com

Personal Statement

An Engineering graduate and MBA from London with over nine years experience in sales and marketing, customer service seeking a challenging position that would revise new things in sales & marketing industry. My aim is to use my problem solving, management and customer service skills to improve customers experience in an environment that calls for productivity.

Core competencies

- Exploring and developing new markets , accelerating growth and achieving desired sales goals
- Client Relationship Management
- Business Development
- Customer Satisfaction Enhancement
- High Impact Sales presentations

Education and qualification

Anglia Ruskin University, Cambridge, UK (September 2010- January 2012)

Masters in Business Administration

Completed one dissertation in final year- Developed a report on Corporate Social Responsibility and discussed the case of British Petroleum in business ethics.

Amity International Business School (August 2009- August 2010)

Post Graduate Diploma in International Business

Amity University (August 2004- August 2008)

Bachelor of Technology (Electronics and Communication Engineering)

Certificates-

- Behavioral Science course from Amity institute of psychology and allied sciences
- English and Communication skills course from Amity institute of corporate communication
- Foreign Language course in SPANISH from Amity school of foreign languages

Work Experience-

July 2016 – September 2020 **M/s. Arabian Extrusions Factory, Umm Al Quwain, United Arab Emirates**

Position: Sales Executive (Exports & Local Market)

Job Responsibilities

- Maintain Satisfactory Sales (in terms of volume and diversity of Products)
- Improve sales volume
- Develop new clients
- Projects follow up
- Payments follow up

- Negotiate sales conditions and payments terms to the best interest of the company
- Daily meeting with sales manager to expose barriers and difficulties and feed back about market position.
- Contribute to the development of new products
- Work to maintain healthy relationship between the company and customers.
- Monitor customer's feedback on service and product quality
- Weekly report encompassing the orders/projects under negotiation
- Maintain an updated database of existing and potential projects/contracts in export markets
- Responsibility of continuous improvement of processes and activities
- Customer Material Orders

May 2014 - June 2016 **M/s. Al Jaber Aluminium Extrusions, Abu Dhabi, United Arab Emirates**

Position: Sales Executive (Exports & Local Market)

Job Responsibilities

- As Sales Executive performed all duties as per existing responsibilities and achieved sales targets and results.

October 2013- March 2014 **M/s. Toluna India Pvt Ltd, Gurgaon, India**

Position: Associate Project Manager

Job Responsibilities

- Doing Online Market Research fieldwork for the clients
- Working on company's in-house software called UPS for getting the surveys filled online for market research companies and other clients
- Client relationship management
- Providing survey programming, designing, deploying and getting the field work done and acting as the first point of contact for the clients.
- Managing the projects for USA, Europe and South East Asia

January 2011- August 2013 **M/s. ESSO UK Ltd, London, United Kingdom**

Position: Sales Advisor

Job Responsibilities

- Handling the customer
- Up selling
- Cash handling
- Checking the stock, promotional offers and fuel deliveries

July 2008- July 2009 M/s. **WIPRO India Ltd for HEWLETT PACKARD, New Delhi, India**

Position: Technical Support Associate

Job Responsibilities

- Answering calls of customers
- Up selling products to the existing customers and making new customers
- Resolving customer's technical problems
- Building up customer relations and making them aware about the products
- Making sure customer is satisfied and helping him with any additional queries

Software proficiency:

- Programming languages- C, C++ , Java and HTML
- MSWORD, Excel and PowerPoint
- Operating systems- Windows 2000 Server/Pro, 95, 98, XP, Vista, Windows 10 and MS-DOS
- Others- Networking Skills, Knowledge of computer hardware and software installation

Personal Details:

Date of Birth: 16-12-1985

Marital status: Married. Have one son four years old.

Address in India: Flat-104, 1st Floor, Tarang Orchids Apartments, Sector-28, Faridabad, Haryana.

Passport No: K8791396, Issued in London.

Valid up to: 26-12-2022

UAE Driving License no. 2314605

Interests:

- Travelling, Playing cricket, Music and Dance