



Kanwal John

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Manama Kingdom Of Bahrain,

PROFESSIONAL SUMMARY

Exceptional leadership, problem-solving and sales management abilities focused on keeping operations efficient and highly profitable. Skilled at retaining accounts and expanding business with strong prospecting and networking abilities. Determined to always seek out new sales channels, develop revenue streams and engage customers.

SKILLS

- Public and Media Relations
- Campaign management
- Budgeting
- Market Positioning
- Corporate Communications

WORK HISTORY

SALES COORDINATOR

12/2018 to CURRENT

Almoayed Group Manama, Kingdom of Bahrain

- Prepared pricing strategies for current customers to enhance sales and increase profitability
- Offered each customer top-notch, personal service and polite support to boost sales and customer satisfaction
- Evaluated inventory and delivery needs, optimizing strategies to meet customer demands
- Implemented marketing strategies and techniques, increasing revenue and customer satisfaction
- Managed revenue models, process flows, operations support and customer engagement strategies
- Spearheaded team-building sales meetings to inform support teams of changes and promote successful sales strategies
- Researched local markets to identify and flesh out lists of new leads for sales team to follow
- Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions
- Produced contracts, reports, letters, and proposals for clients
- Used consultative sales approach to understand customer needs and recommend relevant offerings

CLIENT RELATIONS COORDINATOR

04/2018 to 11/2018

Help Skills Consultant Manama, Kingdom of Bahrain

- Promised best prices for customer services and maintained accuracy when determining quotes
- Welcomed, greeted and assisted guests in high-traffic store, generating of potential clients

- Recorded actions taken, issues resolved and gather information to effectively manage customer accounts
- Recommended, selected and helped locate and obtain out-of-stock product based on customer requests
- Provided primary customer support to internal and external customers in fast-paced environment
- Worked with vendors to schedule more daily pickups and weekly deliveries
- Quickly and accurately answered customer questions, suggested effective solutions and resolved issues to increase customer satisfaction on daily basis
- Collaborated with staff members to enhance customer service experience and exceed team goals through effective client satisfaction rates

CUSTOMER CARE REPRESENTATIVE

01/2017 to 11/2018

VIVA | Seef, Kingdom of Bahrain

- Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service
- Conferred with customers about concerns with products or services to resolve problems and drive sales
- Updated customer accounts and system database with latest details to support accuracy and efficiency in future interactions
- Coordinated timely responses to online customer communication and researched complex issues
- Defused customer concerns with exceptional conflict and problem resolution skills
- Compiled customer feedback and recommended service delivery improvements to management
- Achieved and consistently exceeded revenue quota through product and service promotion during routine calls
- Responded to customer needs through competent customer service and prompt problem-solving

SUSTAINABILITY ASSURANCE ADVISER

01/2017 to 03/2018

Infovision Consultants | Diplomatic Area, Kingdom of Bahrain

- Handled Customer calls as per to address customer inquiries and concerns
- Resolved conflicts and negotiated mutually beneficial agreements between parties
- Monitored social media and online sources for industry trends
- Drove operational improvements which resulted in savings and improved profit margins
- Visiting new companies
- Handling all tender's documentation
- Innovate different marketing ideas
- Creating Business planers.

SALES AND MARKETING EXECUTIVE

01/2015 to 01/2016

Promedia Marketing & Consultancy | Diplomatic Area, Kingdom of Bahrain

- Cultivated and maintained strategic alliances with key partners and vendors
- Performed competitive analyses and adjusted sales and marketing strategies accordingly
- Developed positive, performance-based internal sales and marketing culture to include mentoring staff
- Organized events and product presentations related to national conferences and conventions
- Managed sales promotions and marketing strategies on major social media sites

CUSTOMER RELATIONSHIP OFFICER

01/2012 to 11/2014

Berlitz (International Language Center) | Karachi , Pakistan

- Developed and implemented standards for staff to provide consistent service to customers
- Made customers aware of current and new programs and services
- Used consultative techniques to understand customer needs and make strategic referrals to business partners
- Worked with clients to address and respond to client and partnership management issues
- Assisted with conflict resolution during partnership negotiations and acquisitions
- Carried out opening and closing functions to meet operational needs underpinning strong customer service

PHONE BANKING OFFICER

01/2011 to 12/2011

Faysal Bank | Karachi, Pakistan

- Managed telephone switchboard of routed internal and external calls to provide quick connection
- Directed incoming calls to internal personnel and departments, routing to best-qualified department
- Responded to customer inquiries with patience and positivity to establish excellent first impression
- Connected callers with appropriate professional, department or business
- Maintained excellent attendance record, consistently arriving to work on time

EDUCATION

Bachelor of Arts | History

University Of Karachi, Karachi, Pakistan