

Dear Sir/Madam,

I have come to know through a reliable source that there is a job vacant in your esteemed organization. I take this opportunity to apply for the same.


I would like to be part of an organization that offers potential growth. My experience has encompassed the successful management in the field of Customer Relation & Sales Management. I received several commendations for my dedication and professionalism, and continually received recognition for my communication skills and leadership excellence.

My resume is a good summary of my background and general experience. I would like a chance to convince you that my skills and energy would be a great asset to your company's work.

Thank you in advance for your generous consideration.

Best wishes,

(DELWYN RUDOLF LOBO)

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OBJECTIVE

To obtain a challenging position where my attributes will add to the accomplishments to organizational objectives, allowing the personal growth and career development in a professional environment.

PROFESSIONAL EXPERIENCE

1. 🦅 Mathias Middle East W.L.L., Bahrain (JULY 2013 – 2015)

Working for a company engaged in Promotional and Corporate give-away as Sales Executive.

Challenge:-

Develop new business, bring back old lost client and build good relationship to meet organizational objectives to meet sales target.

Responsibility:-

- ❑ Identifies business opportunities by mean of evaluating their position in the industry, researching and analyzing sales options.
- ❑ Sell products by establishing contact and developing relationship for future business opportunities.
- ❑ Maintain relationship with clients by providing support, information and guidance by way of recommending new opportunities which is cost effective value added product.
- ❑ Identify product improvement or new product by maintaining current on industry trends, market activities and competitors.
- ❑ Prepare report by collecting, analyzing and summarizing information.
- ❑ Maintain quality service by establishing and enforcing organization standards.
- ❑ Maintain professional and technical knowledge by attending educational workshops, reviewing professional publication, establishing personal networks, benchmarking state-of-the-art practices and participating in social networking.
- ❑ Contributes to team effort by accomplishing related results as needed.

2. 🦅 Falcon – I (Pvt.) Ltd., Karachi - Pakistan (November 2011 – June 2013)

Worked as Customer Relationship Officer (CRO).

Responsibility:-

- ❑ Monitoring vehicles through GPS/GSM network throughout Pakistan.
- ❑ Accepting and making calls using CISCO Call Centre.
- ❑ Front end dealing with Customers.
- ❑ Receiving and lodging complaints.
- ❑ Resolving complaint and issues.
- ❑ Educate and satisfy the customers with persuasion.
- ❑ Entertaining customers with pertinent information.
- ❑ Monitoring and surveillance of client vehicles using computer interfaced.
- ❑ GPS Security systems based on Window NT platforms
- ❑ Managing specially customized software for GPS (Global Positioning System).
- ❑ GSM based vehicle-tracking equipment including trouble shooting.

3. 196 Telecommunication Group S.P.C Bahrain (2015 till Jan 2020)
(Working as Sales & Marketing Supervisor)

Responsibility:-

- ❑ Promoting the company's existing brands and introducing new products to the market.
- ❑ Analyzing budgets, preparing annual budget plans, scheduling expenditures, and ensuring that the sales team meets their quotas and goals.
- ❑ Researching and developing marketing opportunities and plans, understanding consumer requirements, identifying market trends, and suggesting system improvements to achieve the company's marketing goals.
- ❑ Gathering, investigating, and summarizing market data and trends to draft reports.
- ❑ Implementing new sales plans and advertising.
- ❑ Recruiting, training, scheduling, coaching, and managing marketing and sales teams to meet sales and marketing human resource objectives.
- ❑ Maintaining relationships with important clients by making regular visits, understanding their needs, and anticipating new marketing opportunities.
- ❑ Staying current in the industry by attending educational opportunities, conferences, and workshops, reading publications, and maintaining personal and professional networks.

DELWYN RUDOLF LOBO

EXTRA CURRICULAR ACTIVITIES

Reading books, listening music, net surfing, playing cricket and take interest in things that can give knowledge.

COMPUTER SKILLS

- | | |
|--------------------------------|----------------------|
| * MS – Office | * Internet |
| * Windows-98, XP, 7 & 8 | * Knowledge of FOREX |
| * IOS Apple Operating Systems. | |

Computer training course from St. Patrick's technical School, Karachi - Pakistan

EDUCATIONAL QUALIFICATIONS

- | | |
|--------------|----------|
| ❑ Graduation | Pursue |
| ❑ H.S.C. | Commerce |
| ❑ S.S.C. | Commerce |

PERSONAL DETAILS

Father's Name	:	Lawrence Lobo
Date of Birth	:	10 th November 1991
Nationality	:	Pakistani
Religion	:	Christian
Marital Status	:	Single

Hobbies	:	Cricket, Pool & Bowling
Visa Status	:	Employment work visa

REFERENCES: To be furnished upon request.

I hereby declare that the above furnished statements are true to the best of my knowledge and belief.

Delwyn R. Lobo