



Renson Lesli Menezes

Sales Support / Coordinator

PERSONAL SUMMARY

A highly efficient, result-driven and capable Coordinator, with a proven ability to effectively develop, manage and control relationships between the company and its target audience. Having sound knowledge of MS Office & CRM software a proven track record of quickly understanding a marketing campaign mission, vision and objective and then communicating it to the potential customers. Enjoying challenging briefs & able to work to an excellent standard under considerable pressure whilst presenting a positive image to clients & colleagues.

Now looking for a suitable Sales Support/Coordinator/Account Manager position in an ambitious & exciting company.

CURRENT EXPERIENCE

MOBISHASTRA TECHNOLOGIES LLC

SUPPORT MANAGER

MAY 2017- PRESENT

Working as a support to busy sales team involved in annual, quarterly & monthly tactical planning. Effective in producing various kind of reports. Responsible for supporting Sales team and End customers.

DUTIES

- Develops and maintains long-term relationships with accounts
- Forecasts and tracks client account metrics
- Manage marketing campaigns within client relationships, working to carry out client goals while meeting company goals
- Coordinate with staff members working on the same account to ensure consistent service
- Collaborates with sales team to reach prospective clients
- Keep records of client transactions
- Does any necessary administrative work including filing reports or presenting sales team with necessary documents
- Answers phone calls from customers and deals with problems as they arise
- Customer verifications through calls, Sending Welcome Mails and doing campaign follow ups
- Conducting meetings with the active clients to support them in campaign related issues and other issues.
- Identifies opportunities to grow business with existing clients
- Involved in the online, web and email marketing campaigns.
- Campaign tracking, measurement, evaluation and reporting on all activity.
- Assisting Reporting Manager, HR, finance team & campaign team.
- Regularly working on CRM by updating Sales, activities and tasks etc.

KEY SKILLS AND COMPETENCIES

- Experience in being involved in multiple marketing campaigns in parallel. Thorough understanding of promotional and advertising activity.
- Ability to work on tight deadlines and multi-task.
- Good understanding of methods to assess marketing.
- Ability to work in a fast paced and evolving sales environment.
- Ability to trouble shoot independently.

Holding Valid UAE Driving license

AREAS OF EXPERTISE

Coordination

Administration

Account Management

CRM

MS Office

ERP

Business development

In store event management

E-mail marketing

Customer retention

Tele sales

PERSONAL SKILLS

Team Leadership

Initiative

Building relationships

Creative thinking

ADDRESS DETAILS

RENSON LESLI MENEZES

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COMMERCIAL,

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PERSONAL DETAILS

DOB: 04/09/1989

Nationality: Indian

Passport no: H9934887

Visa status: Employment

visa

ACADEMIC QUALIFICATIONS

- *BACHELOR OF BUSINESS MANAGEMENT FROM MANGALORE UNIVERSITY (2007-2010)*
- *P.U.C FROM KARNATAKA EDUCATION BOARD BANGALORE (2005-2007)*

WORKING EXPERIENCE

- ***Worked as SALES EXECUTIVE in MULTIPLEX INTERNATIONAL LLC U.A.E for 3 years. (2014-2017)***

DUTIES

- *Responsible for supporting business growth through data analyses*
- *Produce reports on data generated through ERP.*
- *Preparing various kind of reports on promoter's performance such as Audit sheet, performance review form, salary expenses reports etc.*
- *Supporting retailers by providing stock updates, ageing reports etc.*
- *Planning & implementing monthly & quarterly target reports across all retailers.*
- *Following up the orders from retailers.*
- *Handling the team of promoters. Ensuring that they meet their monthly targets.*
- *Liaising with strategic partners, internal stakeholders and key customers.*

- ***Worked as SALES REPRESENTATIVE in Falcon GPS Trackers U.A.E for 2 years. (2012-2014)***

DUTIES

- *Planning & implementing marketing activities across all online & offline channels. Setting up new marketing strategies.*
- *Generating Sales leads*
- *Presenting the demo of Fleet Management software to the clients*
- *Training and providing after sales services to the clients*
- *Involved in the online, web and email marketing campaigns*
- *Liaising with strategic partners, internal stakeholders and key customers.*
- *Logging and progressing all new leads/potential sales enquiries. Writing new marketing material & website content*

- **Worked as BANCASSURANCE MANAGER in METLIFE for 6 Months (Aug 2011- Feb 2012)**

DUTIES

- *Managing the life insurance sales through assigned Bank Branches Dealing with Customers and Banks.*
- *Coordinating between Bank and company from Lead generation to policy conversion. Advice customers by providing information on products.*
- *Follow up with Operations and Training the Lead Generators of Banks. Making monthly report in excel.*
- *To build mutually beneficial relationships with Bank and help in acquisition of clients.*
- *Handling Objections and grievances and providing them with timely solutions.*

- **Worked as AGENCY MANAGER IN BIRLA SUNLIFE INSURANCE COMPANY LIMITED for 7 Months. (Jan 2011-July 2011)**

DUTIES

- *Recruiting Insurance agents*
- *Generating Sales Leads*
- *Presenting various Insurance policies to the clients based on their requirements & closing the deals*
- *Logging and progressing Insurance policies of the clients*
- *Attending the sales calls with agents & closing the sales*
- *Planning new business development strategies with agents*
- *Conducting training and motivational programs to the agents*

Declaration

Taking the above-mentioned facts are correct to the best of my knowledge. With my strength and zeal for hard work capabilities to take up challenging assignments with high adaptability, will surely enable me to fulfill my employer's expectation and also, If given a chance to serve in your esteemed organization; I assure my best at all times in all levels.

RENSON LESLI MENEZES

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