

## RESUME SECTIONS

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# KASIM ALLI NDUGWA

## MARKETING/ BUSINESS DEVELOPMENT

Dynamic Sales Executive with six years of experience providing high level of customer service while increasing revenues. Successful at leveraging sales technologies, software and CRM data to identify, analyze and act upon leads, opportunities and sales funnels. Personable communicator focused on exceeding client expectations.

Talented Sales Assistant bringing enthusiasm and eagerness to learn new skills with retail sales. Focused on maximizing business success by capitalizing on sales and service opportunities.

Highly organized and accomplished tasks well-versed in monitoring market conditions and marketing changes to promote product options to customers. Gifted in building connections, demonstrating products and maintaining consistent sales. Persuasive negotiator with forward-thinking and performance-oriented nature.

Motivated individual with experience in customer service and sales. Skilled in building customer relationships and understanding customer needs. Strong communication and interpersonal skills for providing superior customer service.

### Work History

#### Sales Executive

*Adecco Middle East, DUBAI*

- Roles and responsibilities:
- Contacting new and existing customers to promote the products
- Preparing daily sales reports
- Conducting and providing outstanding customer services
- Leading the sales team.
- Achieved sales goals and service targets by cultivating and securing new customer relationships.
- Increased revenue by implementing effective sales strategies in sales cycle process from prospecting leads through close.
- Created and implemented successful sales campaigns to drive leads and increase sales.
- Developed and maintained strong working relationships with professionals within assigned territory.

#### Sales manager

*Huaxin Real Estate, Dubai*

- Responsibilities:
- Creating, training and managing the sales team
- Overseeing and fore-planning on the dynamic real estate market to maintain the timely sales



### Contact

#### Address

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### Skills

Digital Marketing ●●●●●  
Advanced

Communication skills ●●●●●  
Advanced

Negotiation skills ●●●●●  
Advanced

E-commerce ●●●●●  
Advanced

Content writing ●●●●●  
Advanced

Web designing. ●●●●●  
Advanced

Leadership skills ●●●●●  
Advanced

LANGUAGES ●●●●●  
Advanced

English, Arabic, Luganda. ●●●●●  
Advanced

market opportunities.

- Evaluated performance against goals and implemented appropriate development plans.
- Established and cultivated solid business relationships with new or existing customers.

### **Customer service representative**

*NAKHEEL, Dubai*

- Offered advice and assistance to customers, paying attention to special needs or wants.
- Updated account information to maintain customer records.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Answered constant flow of customer calls with minimal wait times.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Provided primary customer support to internal and external customers.
- Responded to customer requests for products, services, and company information.
- Clarified customer issues and determined root cause of problems to resolve product or service complaints.
- Processed customer service orders promptly to increase customer satisfaction.
- Tracked customer service cases and updated service software with customer information.
- Participated in team meetings and training sessions to stay informed about product updates and changes.
- Promoted available products and services to customers during service, account management, and order calls.

## **Education**

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### **BBA: Marketing**

*Amity University*

### **MASTER OF DIGITAL MARKETING AND BUSINESS**

*MAX BUSINESS SCHOOL*

## **Accomplishments**

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- Came up with new ideas that proved to work.
- Developed and improved new procedures
- Received awards for excellence.
- Learned and acquired new skills.

## **Arabic and English**

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Excellent in both Arabic and English languages,

Schedule Coordination

Business development and planning

Sales funnel development

Business networking

Operations

Lead Generation

Quality assurance understanding

Cold Calling

## **Languages**

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English, Arabic, Swahili, Luganda

