

Cover Letter

Please accept this letter and the accompanying resume as an expression of my interest in a position with your organization. I am writing to express my interest in your groundbreaking work in tire industry.

I am currently working in tire industry dealing with different brands of tire, while I have a comprehensive experience and sales online and operations .

I would like to get this opportunity to meet with you as I am going to visit Philippines anytime in January to get an opportunity to work for good in our home country.

You can reach me on my email address castaloni.edelyn@gmail.com.

Thank you for your consideration, I look forward to your response.

Regards,

Edelyn Castaloni
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EDELYN M. CASTALONI

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Customer Support / Sales / E-Commerce / Business Development

Dedicated and experience Sales Supervisor with a demonstrated history working in the tire industry battery and lubricants. Skilled in Sales, Customer Support, Business Development, Purchasing, Accounts Payables. With strong operations in business development in connections with E- Commerce Online Sales. Goal driver with demonstrated strengths in multitasking and prioritizing assignments. Experience in the automotive aftermarket industry. Excellent customer service and time management skills.

Key Proficiencies

- Team Support
 - Customer and Client Relations / Operations
 - B2C Sales and Inbound / Outbound Calls
 - Inventory Management
 - Business Development
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AMIN AUTO CARE

From July 2016 and presently working

TIRES AGENCY CENTER / NASSER ABDULATIF ALSERKAL EST. LLC

From May 2013 to July 2015 – Unlimited Visa

ALDOBOWI TYRES LLC

From May 2011 to July 2013 – Limited Visa

Core & Essential Responsibilities

Accountable for the sales revenue

Gross profit and collection targets for his product line territory

Manage and lead his sales team to achieve company objectives

Setting sales targets for sales team as per the company objectives

Develop the sales strategies for each channel of distribution

Monitoring his team performance and motivating them to reach targets and propose development plans

Analyze the sales figures and prepare action plans accordingly

Dealing with some major customer accounts

Keeping up to date with products and competitors and report to management necessary market intelligence with action plans if required

Finalize and align the marketing strategies with marketing dept

Maintain and ensure a positive attitude for his team, and a professional relationship with the supplier's team

Maintain and ensure high level of customer's satisfaction

Coordinate with supply chain and finance dept in order to ensure that customer demands are fulfilled on time requirements

Successful tire management experience within the GCC

High-energy leader with excellent track records of sales and business development

Strong presence with excellent interpersonal skills

Understand the tire industry trend, and have vision on where the industry is going and how to capture the opportunities

Must have well developed management skills, with high ability to lead and coach the sales team

Fleet Vehicle Fleet Transportation Support and Maintenance

- **Team Support / Customer and Client Relations**

Follow communication scripts when handling different topics to identify customer needs, clarify information, research every issue and provide solutions and/or alternatives.

Seize opportunities to upsell products when they arise build sustainable relationships and engage customers by taking the extra mile.

Keep records of all conversations in our call center database in a comprehensible way frequently attend educational seminars to improve knowledge and performance level

Meet personal/team qualitative and quantitative targets

Customer support role track record of over-achieving quota strong phone and verbal communication skills along with active listening familiarity with CRM systems and practices

Customer focus and adaptability to different personality types.

Ability to multi-task, set priorities and manage time effectively.

Responsible for ensuring that all customers are provided with top-notch customer service, consultation and explanation of required vehicle services and tire service and tire services.

Provides services by providing availability of required items, transferring, information to the appropriate branches.

Provides information and/or answers related questions

Checks, reviews, and/or verifies, records, forms, applications, inventories or other documents for completeness, accuracy, retention and conformity to established criteria.

Verifies Local Purchase Order, process invoices, issue receipts, reconciles cash,

Maintains standard file records and/or logs and may be required to search for and/or review file documents using manual and/or automated systems.

Being capable to transform individuals and team and having the ability to support company's strategy and lead the change.

Ensure service delivered to our customers meets contractual Key Performance Indicator ('KPIs')

Clarify customer requirements; probe for understanding, use decision-support tools and resources to resolve customer issues that are non-standard/unstructured and require some clarification or conceptual thinking

Listen attentively to customer needs and concerns; demonstrate empathy while maximizing opportunity to build rapport with the customer

Maintain broad knowledge of client products and/or services

Prepare complete and accurate work including appropriately notating accounts as required

Participate in activities designed to improve customer satisfaction and business performance

Offer additional products and/or services

Track, document and retrieve information in call tracking database

Places yard orders for parts tires availability, for units being rebuilt to be our company fleet vehicles.

Servicing automotive parts tire, battery, oil.

Inventory controls and warehousing procedures.

Independently plan, review and follow up to prioritize tasks and responsibilities while handling deadlines, peak periods, and unexpected situations.

Interpret and communicate information of a specialized nature.

Prepare written records of routine data or information.

B2C Sales and Inbound / Outbound Calls

Interfaces with customers via inbound calls, outbound calls, or through the Internet depending upon client requirements, maintaining a pleasant and professional tone and manner. This position provides customer service support and resolution of non-routine problems regarding client's product or services in a fast-paced environment. Our Customer Support Associates have great attention to detail and able to work both independently and team environment adapt quickly. Manage large amounts of inbound and outbound calls in a timely manner

Inventory Management

Build existing and new business. Providing service quotes and receiving customer authorization for work to be performed on customer vehicles, finalizing sales, and completing customer follow up.

Scheduling customer appointments for tire and mechanical service.

Recommending tire service, specialty tire service, wheel and mechanical service to customers.

Ensuring that all products are billed accurately to the customer.

Completing proactive calls to customers to determine their satisfaction level with the service received.

Experience in the automotive aftermarket industry.

Business Development

Contacting potential clients to establish rapport and arrange meetings.

Planning and overseeing new marketing initiatives. Researching organizations and individual to find new opportunities.

Front End and Back End Dashboard - Monitoring of data tire photo, price, discount, offer 3 + 1.

Dubizzle Ads for promotion going on

Agreement between ESAAD Dubai Police offer

Verified Order Details / Captured Amount Payment Gateway Services

Monitor Installment Payment Plan / 0% Interest Payment Plan – ENBD and RAKBANK

Loyalty Gator / Privilege Card for customer

Monitor company's Social media sites updates (Google / Instagram / Facebook / WhatsApp/etc.)

Handling Car Towing Services

Monitor Emirates NBD Staff Exclusive Offer - 50% tires services (All Kinds of Services)

Offer is valid in store locations. To present Valid IDs on the counter. The offer is not convertible to cash

And offer cannot be availed with other promotions. Promo Code can be used on website.

Monitor Contract for Web Design Maintenance Services.

Marketing Tools – Tied up with UAE Network Radio Stations plan campaign and budget with customized plan and other outsource plans.

Education

- Graduate
- Valid driver's license (Philippines)

Other documents furnished upon request.