



SANDRA MARY GEORGE

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United Arab Emirates

PERSONAL PROFILE

Date of Birth : 08-10-1984

Nationality : Indian

Gender : Female

Marital Status : Married

Religion : Christian

Visa Status : Residence Visa

Language : English, Hindi,
Malayalam &
Arabic Write & Read

CAREER OBJECTIVE

Looking for a challenging position in a reputed company which will give me chance further utilize my existing skills, career development and enable me to acquire and explore new abilities to the success of my employer

EDUCATION

- Bachelor of Commerce

WORK EXPERIENCE

Citifin Company, Dubai UAE

Position: Telesales

Duration: 1 Year

- Working in behalf of ADCB credit cards sales.
- Consistently met and exceeded monthly sales targets and KPIs.
- Maintained accurate records of interactions and transactions in CRM systems.
- Handled customer inquiries, complaints, and provided appropriate solutions.

Dimara International, Dubai UAE

Position: Receptionist

Duration: 3 Years

- To set the quality Standards for Incoming / Outgoing calls.
- To give Feedback and inform the agent about his / her Areas of Improvement and Ways to improve.
- Bring in necessary changes to the Process conduct call calibrations.
- Escalate to operations for any Critical Issues or on the floor or with performance of any Agent.
- Take care of the correct behavior of the agents with the customers on call.
- To define training requirements and conduct refresher training.
- To impart Quality trainings to new joiner's.

Adamallys L.L.C, Dubai UAE

Position: Documentation for Shipping

Duration: 1 Year

- Assisted staff by delivering documents and packages within the office and to external partners, ensuring timely and safe delivery.
- Supported administrative team with basic clerical tasks, including photocopying, scanning, and filing documents.

SKILLS

- Excellent verbal and written communication
- Cold calling and lead generation
- Persuasive negotiation and closing techniques
- Customer relationship
- Target-driven sales approach
- Active listening and objection handling
- Time management and multitasking
- Problem-solving and adaptability

Trademart, Dubai UAE

Position: Telesales

Duration: 1 Year

- Informed customers of the new services available to them.
- Able to adapt and manage changes to products and services being offered on a regular basis.
- Conducted outbound calls to potential customers to generate leads and sales.
- Effectively pitched products/services and explained benefits to clients.

DECLARATION

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

SANDRA MARY GEORGE