

## Senior Manager Business Sales

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Company: Etisalat UAE

Location: dubai

Category: other-general

Responsible for SMB segment sales performance in the zone. Oversees managed SMB segment to ensure prompt and reliable service to all customers. Manage day-to-day functioning of the team, provide prompt, courteous and competent service to all managed SMB customers. Review regularly the efficiency and service quality of managed SMB teams by monitoring key performance indicators and follows up as required. Oversees presales activities and ensures that all customers are managed promptly & efficiently. Develop plans to improve future sales performance and to retain and win business; seeks for efficiency improvements for sales processes and ways to improve customer satisfaction. Manage the implementation of the defined policies, procedures and guidelines for managed SMB. Oversees interfaces to respective Marketing and Engineering sections on product development and ensures feedback, analysis and recommendations on customer demand trends, complaints and service quality. Oversees the development of skilled resources that can perform best-in-class sales. Evaluates managed SMB's on-going performance and reports, maintains ongoing dialogue with higher management and ensures operations performance and achievements of key strategic and financial targets are met.

**QUALIFICATIONS & EXPERIENCE** Bachelor's degree in Marketing/Business Administration 5-8 years' experience in similar capacity

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