



DENISE HILL MONIS

CONTACT

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BLOCK, AL NAHDA
DUBAI/Sharjah

EDUCATION

**PGDM- Supply Chain
Management**
Welingkar institute
2018

Bachelor of Commerce St.
Andrews College
2013

**Higher Secondary School
Certificate**
St. Xavier's School
2012

**Secondary School
Certificate**
St Xavier's School
2008

PROFESSIONAL OVERVIEW

Results-driven professional boasting 10 years in Customer Service, Sales & Marketing, and sales coordination. Quick learner with a talent for building and expanding crucial customer relationships. Renowned for consistently projecting a friendly and professional image, contributing to the positive reputation of the organization.

WORK EXPERIENCE

Skybridge Freight Solutions LLC – Dubai (NOV 2021-2024)

Operations Executive

- Spearheaded air import operations with a focus on seamless coordination among airlines, shipping companies, customers, and internal teams, ensuring efficient communication channels.
- Implemented rigorous shipment tracking protocols, consistently updating customers on the real-time status of their shipments, enhancing transparency and customer satisfaction.
- Managed the end-to-end documentation process, orchestrating the collection of necessary documents, customs submissions, and overseeing a back-office team dedicated to clearance procedures.
- Demonstrated strong organizational and leadership skills by efficiently handling gate pass issuances for customers and managing the invoicing process, contributing to a streamlined and customer-centric workflow.

Senior Business Development Executive – SBI Life Insurance Ltd Co. – Mumbai (Sep 2019 – Sep 2021)

Key Deliverables:

- Handled 10 branches of Indian Bank & Syndicate bank. Performed need analysis & advised clients on best plan.
- Attended meetings, seminars & programs to learn about new products & services, new skills & receive assistance in developing new Accounts.
- Developed marketing strategies to compete with other individuals & Companies who sell insurance Achievements:
- Qualified for Women's Day contest.
- Highest achiever on protection drives in Mumbai region.

OTHER SKILLS

- Effective communication, presentation, negotiation & Decision-Making Skills
- Self-motivated with problem solving skills
- Service Orientation.
- Team leadership skills
- Adaptability

IT SKILLS

- MS Office Word Excel
- PowerPoint

ICICI Prudential Life Insurance (Nov2017– Aug 2019)

Senior Financial Analyst

- Worked with ICICI bank.
- Providing training at branch level to sales officers, value bankers, privilege bankers, assistant branch manager & branch manager.
- Cold calling clients & scheduling appointments.
- Provided excellent customer service assistance to customers with insurance needs.
- Developed a base for long term services of clients by using referrals, occupational & special interest group to compile lists of prospects.

Interim Relocations (Nov 2016- Aug 2017)

Sales Coordinator

- Cold calling & lead generation from open market.
- Providing sales & administrative support involving handling top & confidential agreements.
- Reporting to the general manager & maintaining relations with existing clients.
- Generate weekly & monthly reports.
- Aiding & supporting the general manager.
- Keeping records of data & sending emails to existing clients.

Declaration:

I sincerely believe in hard work, self-learning, job ethics, team spirit, & loyalty. I hope the particulars in the attached resume are in line with your requirements. And an opportunity will be provided to prove my talent and skills.

I hereby assure you that I will ascend according to your expectations and all above said information are true and correct to the best of my knowledge and belief.