





STANY

BUSINESS DEVELOPMENT & CUSTOMER SUPPORT EXECUTIVE



CONTACT

-  +971 58 683 5438
-  Stanymys281@gmail.com
-  Muwaileh Sharjah, UAE
-  [linkedin.com/in/stany-](https://www.linkedin.com/in/stany-)

PASSPORT -X3906406

EDUCATION

Bachelor of Arts St. Aloysius
College Mangalore|
University of Mangalore |
Oct- 2022|

PUC Holy Rosary College
Moodbidre |
University of Mangalore|
May- 2018|

SAP Asta Academy
Mangalore|
University of Mangalore|
Aug- 2023 |

CERTIFICATES

Art Beat 2019 – “Avant Grade”
(Feb – 2019 Mangalore)

LANGUAGES

- ❖ English
- ❖ Hindi
- ❖ Kannada
- ❖ Konkani
- ❖ Tulu
- ❖ Tamil

PROFILE

Dynamic and results-driven professional with a proven track record in Business Development, Customer Support, and Front Office Management. Adept at identifying new business opportunities, nurturing client relationships, and delivering exceptional customer experiences. Skilled in market analysis, negotiation, and strategic planning to drive revenue growth and enhance organizational success. Possesses strong communication, problem-solving, and organizational abilities, with a commitment to excellence in all endeavours.

PROFESSIONAL EXPERIENCE

Business Development & Customer Support Executive (USA Process)
Axons Technologies & Solutions | Mangalore | Mar 2023 to Oct 2023

- ❖ Spearhead business development efforts for USA process, identifying and pursuing new opportunities to expand market presence and increase revenue streams.
- ❖ Cultivate and nurture relationships with key clients, serving as the primary point of contact for inquiries, concerns, and account management.
- ❖ Collaborate cross-functionally with sales, marketing, and product teams to develop and implement strategic initiatives aligned with company objectives.
- ❖ Conduct market research and analysis to identify emerging trends, competitive landscape, and customer needs, informing product development and sales strategies.
- ❖ Drive customer acquisition and retention through proactive engagement, personalized solutions, and responsive support services.
- ❖ Analyze sales performance metrics, generate reports, and present findings to management, informing decision-making and optimization efforts.

PROCESS ASSOCIATE (USA Process) S&S Solutions |Mangalore| Mar 2022-Feb 2023 |

- ❖ Execute day-to-day operational tasks related to the USA process, including data entry, documentation, and quality assurance checks.
- ❖ Ensure compliance with regulatory requirements and company policies, maintaining accurate records and adhering to established procedures.
- ❖ Collaborate with cross-functional teams to streamline workflows, resolve issues, and optimize process efficiency.

SKILLS SET

- Computer proficiency - Microsoft office (Excel, Word, PowerPoint, SEO etc...)
- Google Office (Gmail, Spreadsheets, Drive, Google meet etc.)
- Chat GPT & artificial Intelligence
- Lead generation and conversion
- Negotiation skills
- Market research and analysis
- Relationship building
- Presentation skills
- Strategic planning
- Target achievement
- Networking abilities
- CRM software proficiency
- Excellent communication skills
- Process execution
- Data entry accuracy
- Compliance with regulations
- Analytical skills
- Problem-solving
- Team collaboration
- Time management
- Proficiency in relevant software/tools
- Cash handling accuracy
- Customer service orientation
- Efficiency in high-pressure environments
- Reception desk management
- Telephone etiquette
- Appointment scheduling
- Administrative support
- Organization skills
- Multitasking abilities
- Professionalism

- ❖ Execute day-to-day operational tasks related to the USA process, including data entry, documentation, and quality assurance checks.
- ❖ Ensure compliance with regulatory requirements and company policies, maintaining accurate records and adhering to established procedures.
- ❖ Collaborate with cross-functional teams to streamline workflows, resolve issues, and optimize process efficiency.

Front Office Executive

Infant Jesus Shrine | Mangalore | Jan- 2020 Feb- 2022

- ❖ Greet and assist visitors with warmth and professionalism, providing information about the shrine, events, and services.
- ❖ Manage front desk operations, including answering phone calls, responding to emails, and handling visitor inquiries and requests.
- ❖ Maintain the reception area, ensuring cleanliness and organization, and creating a welcoming atmosphere for visitors.
- ❖ Process donations, offerings, and other financial transactions accurately and securely, adhering to established procedures.
- ❖ Assist with administrative tasks, such as data entry, filing, and correspondence, to support the smooth functioning of the shrine.
- ❖ Collaborate with other departments to address visitor needs and resolve issues promptly and effectively.
- ❖ Uphold confidentiality and professionalism in handling sensitive information and visitor interactions.

Cashier Assistant Accountant

SAC Food Court | Mangalore | 2019- 2020

- ❖ Process cash and credit card transactions accurately and efficiently, maintaining proper cash handling procedures and reconciling accounts at the end of each shift.
- ❖ Assist with accounting tasks, including recording sales, preparing deposits, and reconciling cash drawers to ensure accuracy and compliance with company policies.
- ❖ Provide friendly and courteous customer service, addressing inquiries, resolving issues, and ensuring customer satisfaction.
- ❖ Collaborate with kitchen staff and management to coordinate orders, maintain inventory levels, and uphold food safety standards.
- ❖ Assist in administrative tasks, such as data entry, filing, and report generation, to support efficient business operations.

REFERENCES

Superior Infant Jesus Shrine Bikarnakatte Mangalore

Co. No. 0824 2211124

Email: - infantjesusmangalore@gmail.com