

DEENA (DEAN) GOVENDER

EDUCATION

Matriculated: Raisethorpe Secondary School: 1991

Bachelor of Arts [University of Natal]: 1995

Human Resource Management [University of Natal]: 1996

LANGUAGES

English and Afrikaans

EXPERIENCE

2010 - Current **Norcros SA (Johnson Tiles / Tal)**

Export Sales Manager

- Servicing of existing client base.
- Sourcing of new clients
- Maintaining and building customer relationships.
- Discuss sales figures and turnover with Key accounts.
- Sales forecasting and budgeting.
- Meeting set budgets and targets.
- Increase sales by developing new business in both niche and existing markets.
- Sales analysis and reports.
- Product training and usage.
- Build Brand recognition with Key Accounts.
- Sales promotions.
- Maintaining product and Franchise image and standards.
- Sourcing of products from manufacturers and importers for

resale

- Price negotiations with suppliers and logistic companies
- Liaising with NPD department regarding market trends
- Ascertain competitor activity and identify customer needs and market opportunities
- Responsible for growing the company's footprint in Africa
- Responsible for unprecedented growth in export sales.

November 2003 - 2010

Export Sales Consultant

- Calling on export customers in Mauritius, Tanzania , Kenya, Uganda , Madagascar
- Sourcing new clients and maintaining existing accounts
- Responsible for sales and marketing strategies and sales budgets for my areas
- Direct negotiations with shipping lines regarding rates and vessel space
- Compiling price lists
- Developing sustainable relationships with clients
- Quarterly visits with the Chairman to the various countries
- Liaising with manufacturing regarding production and customer requirements.
- Sourcing of sanitaryware components suitable for the various countries
- Establishing strong working relations with clients and ensuring a high standard of customer service throughout the company

2003 - 2003 **National Ceramic Industries**

Export Sales Co-ordinator

- Order administration and processing on SAP
- Booking of trucks and vessels
- Handling customer queries
- Customer liaison
- Sales reports
- Supervising of container loads
- Controlling of imported stock

- Purchasing
- Preparing of shipments
- Preparing export documentation
- Liaising with SARS and customs regarding legislations

2001-2003 **First National Battery**

Sales Administrator/Internal Sales

- Order administration and processing
- Customer liaisons
- Handling customer enquires
- Handling return stock
- Processing credits
- Booking of trucks
- Forecasting

INFORMATION TO ASSIST IN BUILDING MY PROFESSIONAL AND PERSONAL PROFILE

I am a self-starter, loyal, dedicated, committed, and organized with the ability to handle extreme pressure. I am a hardworking, trustworthy individual with a flexible character. Being very thorough in the tasks that I undertake, I always make sure that the outcome is paramount. I have strong communication and interpersonal skills and function well within a group or team environment, irrespective of the field. I consistently deliver a high standard of work and can be depended upon to perform my duties with minimal supervision. I have the ability to use my own initiative to resolve difficult situations without exceeding the bounds of my authority and maintaining excellent customer relationships. I have the ability to assimilate quickly. I also find that the positive energy and enthusiasm with which I approach my work and customers tends to pervade my colleagues and make my job all that easier.

My goal in life is to be amongst the best at what I do, be happy and successful at what I do and to be a credit to my employer.