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**Seeking a challenging vocation in Business Development, Retail,Corporate Sales and Channel Management with an organization of high reputation.**

**PROFESSIONALSUMMARY**

* Result driven, customer centric manager with 13 years of experience in sales & marketing, customer service operations, channel Management, relationship management and team management.
* Adept in managing business operations with focus on top-line & bottom-line performance and expertise in determining company’s mission & strategic direction as conveyed through policies & corporate objectives.
* Experience in exploring and developing new markets, appointing channel partners, brand promotion, new product launch, accelerating growth & achieving desired sales goals.
* Telecom field handling Government Departments in Sales for the products like Mobility Voice, Mobility Data, Audio Conferencing Solution, Toll Free Service etc.

**FUNCTIONAL**

🢣Strategic Planning 🢣 Daily Sales Report 🢣 Customer Loyalty

🢣 Commercial Operation 🢣 Revenue Enhancements 🢣 Product Management

🢣 Channel Management 🢣 Key Account Management 🢣 Liaison/ Coordination

🢣 Product penetration 🢣 Team Management 🢣 New Area Development

**CORE COMPETENCIES**

**Client Relationship Management**

* Managing customer centric operations & ensuring customer satisfaction by achieving delivery & service quality norms.
* Building and maintaining healthy business relations with major clients, ensuring customer satisfaction by achieving delivery and service quality norms.

**Client Servicing**

* Attending to client (individuals) concerns & complaints; understanding steps to effectively resolve them.
* Interacting with customers to gather their feedback regarding the products utilities.
* Building and maintaining cordial business relations with major corporate client ensuring customer satisfaction by achieving delivery & service quality norms.

**Commercial Operation**

* Executing pre-tender association with customer and consultants for identifying / framing specification and critical parameters.
* Estimating cost and pricing of the product, proposals, presentations and contract finalization with the customers.

**Team Management**

* Imparting / Organization training programs for new recruits, while ensuring their career development & positive contribution to company.
* Leading training & monitoring the performance of team member to ensure efficiency in sales operation and meeting of individual & group targets.
* Mentoring, training & developing the team members to ensure sales and operational efficiency.
* Creating and sustaining a dynamic environment that fosters development opportunities and motivates high performance amongst team members.

**ACHIEVEMENTS**

* Data Star for the Month of January 2014 in Vodafone
* Circle Combat champion in 2014 and thereby visited Singapore and Indonesia
* Vodafone Hero for over achieving postpaid target in Q3 2013-14
* Best Account Manager for outstanding contribution in cracking National Rural Health Mission (Government) for the financial year 2013-14 in Vodafone
* Best VBS Employee for the year 2012-13
* Only Channel Development Manager to be promoted as Branch Manager in South India in Future Generali
* Best Channel Development Manager, Future Generali for overall sales and recruitment for the year 2009-10
* Silver star qualified sales manager in Reliance life insurance.

**CAREER GRAPH**

**January 2011-December 2014 Vodafone Cellular Limited**

**Deputy Manager – Vodafone Business Services**

**Accountabilities**

* Responsible for managing and drive the revenues of Government & corporate business through Direct Sales Team / Direct Sales Associates in the Zone to attain Revenue Target.
* To identify the business opportunities by evaluating the clients current Telecom requirements in line with its changing business needs
* Ensure Pipeline build up with “Farming” existing accounts and potential conversions of new prospects
* Supporting, Motivating and Training the Team towards Sales Acquisitions, Profit oriented Growth, Corporate Calls and Telecom Solutions.
* Responsible for new as well as existing connections of all government accounts and thereby achieving targets on voice

**November 2008 – December 2010** **Future Generali India LIC Ltd**

**Branch Manager – Agency Channel**

**Accountabilities**

* Recruitment and development of 15 member Sales Team, which includes Sales Manager and Senior Sales Manager
* Agency development through advisor recruitment and development of advisors into Agency Organizers.
* Achieving monthly sales and recruitment target
* Only channel Manager to get promoted into Branch manager.
* Achieving overall NOP and revenue targetof the Branch.

**May 2007 – October 2008** **Reliance Life Insurance Co. Ltd**

**Sales Manager**

**Accountabilities**

* Recruiting Financial Consultants.
* Training & Activation of Consultants.
* Conducting Business Opportunity Presentations.
* Achieving Sales target.
* Maintaining Daily, Weekly and Monthly Sales Report.
* Handling a Team of 25 Advisors.

**March 2004 – February 2006**  **Nippon Toyota**

**Senior Sales Officer – Trivandrum**

**Accountabilities**

* Heading the showroom sales and marketing operations.
* Looked after day to day activities of the showroom, rolled out innovative marketing strategies and ideas for advertisements to capture and retain a respectable market share in competitive business scenario.
* Actively involved in all promotional service campaigns of the organization, including preparing the necessary documents
* Attending show room customers for direct sale and booking formalities.
* Efficiently managed the marketing operations, implemented business developments strategies/plans and contributed in sales promotion plan while considering customer preference to drive business volumes.
* Evaluating and Appointing Sales executives.
* Guided, controlled, mentored and motivated the team members and instilled in them a sense of confidence to return peak levels of performance.
* Conducting post sales surveys among customers, obtaining feedback to improve the working conditions and providing reports to the management.
* Generating Sales report as per management requirement.

**August 2001 – February 2004** **Unicabs Car and Coach Rentals**

**Corporate Relationship Officer**

**Accountabilities**

* Acquisition of New clients
* Providing Daily Transportation for employees in Technopark
* Catering the individual vehicle needs for employees in technopark mainly for UST,

Sherston software etc

* Attaching new vehicles into our office for better business.
* Developing new packages like Airport pickup and drops ,sabarimalaetc
* Maintaining daily track sheets for all vehicles
* Conducting Tour packages for all corporate employees including Accomodation.
* Maintaining relationships with existing clients.
* Ensured that the customers are provided with maximum care and comfort.
* Arranged National tour in connection with various associates

**ACADEMIC CREDENTIAL**

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| --- | --- |
| Diploma in Mechanical Engineering |  |
| Central Polytechnic, Kerala. | **1999** |
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**COMPUTER SKILL**

Operating System : MS-DOS MS-Windows

Software Packages : (Word, Excel and Power Point)

Internet & E-mail applications

**Microsoft Certified Professional**

**PERSONAL DETAILS**

Date of Birth : 25th November 1978

Marital Status : Married

Languages : English, Hindi, Malayalam

Nationality : Indian