**Ashutosh**

**Summary**

Dynamic & result-oriented professional with pioneering experience and proven record of significant and successful contribution in quality management, process improvement, business analysis and quality management systems, processes and standards in a wide range of departments that previously had no standards or programs in place. Over 5 years of diverse experience in Financial Services, Business Development, Appraisal of Investment Proposals, Product Development, Wealth Management, Logistics & Operations, with excellent & proven track record of Client retention & increased profitability.

**Working Experience**

**Invest Care Pvt. Ltd.(Nov 2009-Till Date)**

**A.V.P-HNI Relationship &Business Development**

**Responsibilities:**

* Advising and managing HNIs investments across equity, debt, real estate and structured products.
* Events management for products launch and acquiring new clients, new lead generation and revival of dormant clients.
* Preparations for launch of alternative investment fund.
* Hand holding and mentoring team members, conducting/organizing training & development sessions for them.
* Streamlining operations, defining processes and helping in creating templates for various forms, investment proposals and e-mailer etc.
* Setting up system and process for monitoring projects where investments are made.
* Vertical and horizontal coordination within and across organizations.

Earlier on, I have managed a team of 24 sales people working at different branches of **Kumar Share Brokers Ltd (A subsidiary company of Invest care Group of Companies)**. Team motivation and making the company to a profitable unit is the most focused areas taken care by me. I have also handled customer grievances & relationship building with existing customers and exchanges.

**Make My Trip.com (Oct 2005-Mar 2008)**

**Supervisor-Sales& Customer Care**

**Responsibilities:**

* Managing online and offline sales and ticketing (Domestic and international).
* Leading a team of 18 Executives of offline & online sales (International).
* Responsible for turnaround time, call back time and customer service standards are met.
* Maintaining existing customer base and grow new business through excellent customer service, timely accurate processing of orders daily, and building relationship through integrity.
* Handling post sale queries and customer grievances
* Solving escalations/ disputes
* Floor Supervision and conducting team huddles
* Defined, implemented and handled Back Office operations
* Trained Back Office team on emails, schedule changes, call back and Live Chats
* Responsible to provide regular updates to reporting management regarding challenges and opportunities.
* Operating online sales made by the passengers on the website.
* Monitoring calls and generating reports.
* Imparting training to team as and when required.
* Maximizing sales potential by Cross Selling
* Ensure compliance with company's procedures for documentation, ticketing, voids, refunds
* Relationship building with existing customer by means of satisfying their day to day travel needs
* Evaluating the effectiveness of the existing operations & processes to identify opportunities for continuous improvements in the overall work plan, quality & manpower efficiency.
* Monitoring processes & identifying deviations towards ensuring pre-determined specifications & quality attributes.
* Making itineraries and providing the best possible fares to the customer by understanding their requirements
* Responsible for handling the project of online customer
* Responsible for all e mail queries by customer
* Responsible for all online booking solutions

**Stracon Back Office Solution Pvt Ltd.(Indian Airlines)(Aug 2004-Sep 2005)**

**Assistant Team Leader**

**Responsibilities:**

* Managing offline sales and ticketing (Domestic)
* Monitoring calls and processes & identifying deviations towards ensuring pre-determined specifications & quality attributes
* Directing attendance and schedule for agents.
* On job Training for new hire reservation executives & Customer care executives.
* Liaison with all other support departments for the smooth functioning of the reservations department
* Manpower planning as per operational requirements of the department.
* Responsible for implementation, compliance for all processes & functions. Also, creating & implementing new processes for reservations with regard to new products & services launched by the company.

**Academic Qualification**

* Post Graduate Diploma in Business Administration from Symbiosis, Pune
* Post Graduate Diploma in International Trade from Bhartiya Vidya Bhawan,Delhi
* Commercial Pilot/FRTOL/RTR License from India and Philippines.
* Bachelor in Commerce

**Strengths**

* Excellent Communication & Presentation Skills
* Can persuade people to accomplish challenging task
* Good Analytical Mindset
* Good knowledge of MS Excel, Word and PowerPoint
* Always Believes in Win-Win Situation
* Positive Attitude

**Personal Minutiae**

* Date of Birth: 09th Feb 1980
* Languages Known: English & Hindi