Vivek

Vivek.322857@2freemail.com

**Personal statement**

An experienced and talented person who has the motivation and right skill sets needed to ensure targets are met and everything gets done on time and to budget. Having good communication skills, which is essential to build a profitable relationship with the customers.Looking for a suitable position with a company that employs smart people and offers its staff great opportunities to learn, grow and succeed.

**Accomplishments**

* **Best New Hire Award for the year 2012 – Shaadi.com**
* **Handled pressure situations**
* **Outstanding success in building and maintaining customer relationship, decision making.**
* **Exceptionally well organised with a proven track record that demonstrates self motivation,creativity and initiative to achieve both personal &amp; professional goals.**
* **Attended Brain Based Coaching Workshop facilitated by MS. Barbara Anderson at Mumbai .**

**Areas of Expertise**

* Business development
* Planning
* Team handling
* Hand on experience in Marketing & Sales

**Career History**

**Neuroleadership Institute India & SouthAsia**

**Client Partner**

**Duration - August 2016 – October2016(3months)**

* Key initiator of new business development targeting medium to large sized accounts for strategic penetration.
* Independently calls on mid to senior-level executives and other representatives to generate product, program, and consulting sales.
* Diagnoses and assesses client needs. Prescribes, designs and implements strategic interventions using the full range of existing or custom Company's content, products, and / or programs.
* Presents and provides individual client consultations in context with overall intervention strategy as needed.
* Writes and oversees effective business proposals.
* Closes business consistently within the Company's guidelines developed for product and services mix and pricing.
* Designs custom programs and tailors standard programs to meet individual client needs.
* Designs account strategy and business development to develop new and existing accounts.
* Develops and executes on territory marketing and management plan to meet and exceed monthly revenue targets.

**Shaadi.com**

**Team Leader**

**Duration - Jan 2015 – June 2016.**

* Handling a team of 50 VIP consultants for VIP Shaadi
* Responsible for Match-making of HNI clients and outclassing competitors in terms of servicing the clients.
* Ensure the consultants meet their targets Scheduling maximum conversation and meetings between Clients and the prospects.
* Coordinated with various marketing, production and engineering teams for new launched and changes required in projects.
* Meetings Clients and closing on major leads and ensure a smooth transition post sale.

**Team Coach**

**Duration – December 2014 – January 2016.**

* Responsible to mentor and coach a team of 10 executives in achieving their monthly targets
* Assist the Team Leader in Daily Operations
* Worked closely with the team members and provided guidance in achieving their CSAT & Quality targets
* Strong SLA oriented approach
* Effective & Timely closure of real-time customer escalations and administering feedbacks
* Was involved in key process improvement project
* Have all-round experience of Chats, Emails & Inbound processes

**Relationship Manager – November 2012 – December 2014.**

* Providing personalized & end to end services to 20-25 select shaadi customers with excellent CSAT & Service Quality scores
* Managed to get 7 success stories and 15 renewals in a span of 1.5 yrs
* Secured the best new hire award in the month of Dec`14
* Maintained consistent quality scores throughout my tenure
* Was a part of dedicated escalation handling team incepted to counsel and retain highly irate customers.

**Rajesh Dealers**

**Sales Executive – August 2008 – October 2011.**

* To work with the Marketing team to develop new business, prepare quotations for supply of computers, and achieve the target sales.
* Responsible for forecasting new market trends.
* Involved in training of new sales staffs
* Making sure products and services are supplied to customers on time.

**Education**

* Currently pursuing PGDM in Marketing from Welingkars, Mumbai
* B.com from Mahatma Gandhi University, Kerala (2012)
* 12th from Maharashtra state board, Mumbai (2008)
* 10th from Maharashtra state board, Mumbai (2006)

**Skill Highlights**

* Specialized in Marketing & Sales
* Team management
* Planning
* Goal driven
* Quick Learner
* Self-motivated, hard working.
* Comfortable working alone or as part of a team.
* Strong written and verbal communication skills
* Proficient in ms word, excel, PowerPoint