****

**GAURAV**

**Curriculum Vitae**



**SALES MANAGEMENT & BUSINESS DEVELOPMENT PROFESSIONAL | CUSTOMER SERVICE MANAGEMENT**

**GAURAV.336935@2freemail.com**

****



Please scan to capture contact details

|  |  |
| --- | --- |
|   | **GAURAV**  |

**SALES MANAGEMENT | BUSINESS DEVELOPMENT | CUSTOMER SERVICE**

**Professional Profile**

* A result oriented professional with over 10 years of cross functional experience in sales, business development, customer service and administration with extensive expertise in analyzing and understanding business requirements, customer-value maximization and developing new business.
* Adept at executing business plans, align business activities to the vision and strategy of the organization, improve internal and external communications.
* Ability to develop effective sales plans based on consumer preference for driving sales volumes, conduct business analysis for assessment of revenue potential.
* Equipped with the analytical skills in providing support to the management and adept at formulating & implementing strategies for a systematic stores management.
* Proficient in managing business operations with creative planning and strategic inputs to maximize footfalls and realize desired growth and profitability objectives.
* Ability to exercise tact and diplomacy and deal with people in a calm and effective manner in sometimes sensitive situations to resolve client issues.
* Possess effective negotiation and persuasion skills to establish and maintain relationships to tap new business sources & achieve planned targets; Experienced in establishing and transforming operations to efficient, reliable, fast and user friendly processes.
* Evolve market segmentation and penetration strategies and identify & develop new streams for long-term revenue growth by monitoring competitor activities and devising effective counter-measures to acquire major market share.
* Deft in ensuring process quality through Quality Audits and inculcating a quality culture among team members. Proven experience of combining strong leadership skills, expert process knowledge, communication skills and multitasking capabilities.

**Key Skills**

**Career Review**

**Since Dec’13 – till now: Rivoli Group, Dubai, as Sales Executive / Business Development Executive – Luxury Brands**

**Aug’10 – Nov’13: Santander Cards - UK Geo Ban Group – (Genpact, India)**

***Growth Path***

**Oct’11 –Nov’13 as SME (Subject Matter Expert) / Process developer**

**Aug’10 – Sep’11 as Process Associate**

**Jul’09 – Jun’10: Cyber Futuristics (India) Pvt. Ltd as Process Associate**

**Jul’05 – Apr’09: Sony Provision & General Trading (the Gambia, West Africa) as Administration Assistant**

**Key Achievements**

* Introduced more in boutique promotions like: Valentines, Thanks Giving and encouraged customers to post their pictures and videos on our Facebbok, instagram page which increased the company awareness on social media.
* Promoted company’s tie up with new international eyeware brands less popular in the region.
* Achieved a target of Aed 30 million with 59% more over last year by selling more of in-house brands .
* Successfully achieved all sales target received below recognitions:
	+ Awarded “Floor Mercury Award” for the year 2009 and “Spot Award “  for year 2011 & “Bronze award” 2012
	+ “Lean 1 star certified”
	+ Banking domain level 1 certified

**Domain Skills**

**Sales & Business Development**

* Executing various strategies to achieve business goals for business development aiming towards the growth in business volumes as well as profitability.
* Managing 2 boutique operations i.e. Eyezone festival city and Eyezone Al Ghurair Centre.
* Analyzing the market trends and tracking competitors’ activities and providing valuable inputs for product enhancement and fine tuning sales & marketing strategies.
* Accomplishing the allocated sales targets within the strict timeframe for an assigned territory requirement as well as handled pre and post sales operations.
* Developing various strategies to achieve business goals of the branch aimed towards the growth in business volumes as well as profitability, ensured the usage of modernized tools of development, expansion and diversification.
* Dealing with high end customers, ensuring to provide them seamless assistance in selecting creations as suited whilst working with various well-known brands, including Cartier, Mont Blanc, lotos and Roberto Cavalli.
* Attending Interactive Seminars and Brand Training for (Cartier , Luxottica , Oakley , Ciba vision) and working in different locations all over Dubai to achieve yearly targets and ensuring brilliant customer service.
* Proficiently handling business development, technical presentations, exhibitions and other promotional activities and developing a strong network of high end customers.
* Driving direct selling initiatives for high potential clients to business a strong base satisfied clients in this segment and preparing monthly sales reporting, staffing and after sale service for both the locations.
* Promoting business and penetrated new markets to enhance business development through formal presentation, while working closely with the sales channel to ensure target achievement.
* Preparing strong and reliable database for the company and regularly aimed at achieving best possible revenues for diverse product line.
* Participating in trainings for leadership skills and complaints handling from company's training department.

**Process Management**

* Acting as a Subject matter expert for underwriting department of Santander Bank UK with the accountability of processing the underwriting loan and credit card applications for UK clients.
* Responsible for overall service delivery, SLA Management and monitoring performance against key success metrics while identifying and mitigating risks.
* Maintaining relationships with key customers and collate information on prospective clients and managing the client database to ensure information is accurate and kept up to date for direct mailing activities.
* Delivering soft skill training and improvement of training programs as well as imparted process level training to new batches.
* Participating in boardroom meetings to inform senior management and executives of business updates with the accountability of preparing dashboards and recording yearly performance as well as individual rating for promotions.
* Initially working for the third largest financial provider of UK, Santander Cards in Application Verification Team and A Credit certified from Santander Cards (UK) to underwrite credit card and loan applications.
* Interacting with the management, team and associates to facilitate smooth communication to understand & deliver customer service as per customer requirements.
* Gearing the activities to plan, organize, & manage internal procedures and resources to ensure maximum productivity, performed Root Cause Analysis on complaints.

**Trainings & Certifications**

* Eyeware Stylist, 2016
* Ms excel basics, 2013
* Lean 1star certified, 2013
* Banking domain level 1, 2012

**Education**

2013 Diploma in Marketing Research and Data Analytics

MICA, Ahmedabad

2012 Bachelor of Commerce

University of Rajasthan

**IT SKILLS**

* Windows, MS Office Suite (Word, Excel and PowerPoint), Basic knowledge of SPSS, SAS, Minitab (analytical software’s) live search and Experian trained

**Personal Details**

**Date of Birth**: 29.10.1987 **Nationality**: Indian

**Visa Status:** Employment Visa | **Linguistic Abilities**: English, Hindi and Sindhi

| **Driving License:** UAE Licence in process

Relati

Customer Service ~ Operational Efficiency ~ Client Servicing ~ SLA Management ~ ~ Relationship Management ~ Leadership Acumen ~ Team Management ~ Training & Development, Key accounts Handling 🞛 Business Development 🞛 Business Evaluation 🞛 Negotiations 🞛 Technical Specifications & Tenders preparation 🞛 Accounts Handling 🞛 New Market Identification🞛Brand Development 🞛Timely project completion 🞛 Customer Satisfaction 🞛 Customer Relation 🞛 Techno Commercial presentation 🞛 Brand Promotion 🞛 Market Intelligence 🞛 Market Penetration 🞛 Relationship Management 🞛 Competition Analysis 🞛 Target Achievement 🞛 Interpersonal Skills 🞛 Cross Functional Coordination 🞛 Sales Planning 🞛 Demand Forecasting 🞛 New Product Launch 🞛 Sales Promotion 🞛 Direct Selling 🞛 Team Leadership 🞛 Market Intelligence/Trends 🞛 Payments 🞛 Estimation 🞛 Procurement