|  |  |
| --- | --- |
|  | **Vikas** ***Skilled at aligning resources, managing multiple tasks simultaneously,; targeting senior level assignments in Sales & Marketing with an organization of repute preferably in Consumer Durables / Retail sector*** |
| **Vikas.361273@2freemail.com** |
| Key Skills

|  |
| --- |
| Sales & Marketing |
|  |
| Team Management |
|  |
| Training & Development |
|  |
| Client Relationship Management |
|  |
| Revenue Generation / Business Development |
|  |
| Safety & Solution and Escalation Management |
| Retail Operations / Management Market / Competitor Research |
| Reporting & Documentations |
|  |

 | knowledge24x24iconsProfile Summary |
| * **An expert in enhancing business value** utilizing a broad background to lead strategic market research for highly effective marketing, sales, and operations management; **offering 10+ years** of experience
* **Excels in evaluating client requirements, and delivering strategic solutions** to complex sales, account management, and business development environments
* **Exceptional capability to identify strengths and weaknesses** of business processes and realize sales revenues even in sluggish market conditions
* **Motivational management style with a proven history** of building, guiding and retaining high-performance teams to develop and implement strategies for accelerated growth
* **Proficient in displaying showroom products** and merchandize according to shelf life and importance
* **Thrives on challenge of identifying innovative approaches** to business development and communicating initiatives with executives, boards, and stakeholders to remain ahead of ever-changing industry standards
* **Uncompromising ethics and strong communication skills** highlight business-focused value propositions that leverage competitive advantage by means of delivering top-quality services

CERTIFICATION:* Magic of selling- by Hallsons training and management solutions Dubai ,UAE in 2012
* Certificate of appreciation by EROS Group in 2016
 |
| Soft Skills | career24x24iconsCareer Timeline |
| Communicator PlannerInnovatorCollaborator | **logoVijaySales****top_logo****May’09 – May’12****sony_logo****Oct’06 -Apr’09**May’12 till dateedu24x24iconsEducation* Pursuing MBA in operations management from BRILLIANZ educational institute U.A.E., Dubai
* BBA from Navabharath educational Research Foundation in2011
* Diploma in Electronics from Industrial Training Institute, Mumbai in 2003
 |
| Work ExperiencePrevious Experience | **May’12 till date with EROS GROUP Deira, Dubai as Showroom In-charge (Retail Business Group)****Key Result Areas:*** Running sales & marketing operations of the entire store, increasing sales growth and driving sales initiatives in order to achieve business goals
* Steering entire accounting operations of the daily sales of the showrooms such as depositing of cash to the bank and so on
* Identifying prospective clients, generating business from the existing clientele, thereby achieving the business targets
* Ensuring proper & timely filling up of all the employees and customers’ queries regarding the product and services
* Recognizing& developing new streams for revenue growth and maintaining relationships with customers to achieve repeat business
* Managing customer centric operations & ensuring customer satisfaction by achieving delivery & service quality norms
* Attending to clients’ complaints &taking steps for resolving them
* Interacting with customers to gather feedback regarding the product satisfaction
* Leading systems like front office systems, supplies,inventory, forecasting, and budgeting; compiling& preparing financial reports including rate and availability data
* Ensuring Department’s compliance to International Organization of Standardization, Company’s Code of Conduct, and Department’s Standard Operating Procedure
* Mentoring, training and development of the field functionaries to ensure the sales and operational efficiency
* Creating and sustaining a dynamic environment that fosters the development opportunities and motivates the high performance amongst the team members

**May’09 – May’12 with Sony India Pvt. Ltd., Mumbai as Team Leader****Oct’06 - Apr’09 with Vijay Sales, Mumbai as Sales Executive** |
|  |