**MANISH**

**Manish.361316@2freemail.com**



COVER LETTER:

Dear Sir,

Greetings and Good day,

 I am writing to you because I believe my experience and expertise in the area of sales, business development, and management may be of interest to you and your company for the position you might have to offer at your firm. I have played a major role in promoting the growth and profitability of every company for which I’ve worked. Now I would like to bring my abilities and knowledge at your company.

 My sales and entrepreneurial experience has given me a strong understanding of business development, customer service, territory development, and problem solving, as well as profile management and business finance. I am able to identify, acquire, and develop client base, and have an award-winning track record in customer service and sales. I am adept at motivating and managing personnel at the district level, and am able to maintain the highest levels of customer satisfaction at all times. My past achievements are indicative of an effective leader who communicates well and has strong people and organizational skills.

 My experience runs the gamut from account administration, training, and supportive feedback to other required managerial levels for smooth business management. What I would bring to any position includes effective communications skills written as well as oral a good sense of humor, and a proven commitment to first-rate customer service and satisfaction.

 The accompanying resume can serve to provide you with greater details of my background and what I have to offer to your business.

 I will be available for an interview at your convenient office hours.

 Thank you for your time and consideration.

Sincerely yours,

PROFILE:

To pursue a challenging & career oriented position in an organization of repute, which offers immense opportunities based on skills, professional expertise, target achievements and cope to the challenges through dedication and commitment.

ACADEMIC CREDENTIALS:

* **Bachelors of Commerce**

 (From M. S. University, Vadodara, INDIA**,** April 2004)

* **Higher School Certification**

 (From Shaishav School, Vadodara, INDIA, April / May 2001)

* **Secondary School Certification**

 (From M.K. High School, Vadodara, INDIA, March 1999)

MY AREA OF EXPERTISE:

* Exceptional team building skills & excellent motivational and organizational skills.
* Capability to engage at all levels of the organization, both internally and externally.
* Well conversant with internet research & Effective client and business communication.
* Ability to learn and master new launch quickly.
* Clear and succinct written and verbal communication skills.
* Developing / maintaining a strong relationship with clients and co-operation partners

 (Assigning reseller ship on International Level).

* Depth knowledge of generating clients for achieving target.
* A pro-active self-starter aptitude who can maneuver both individually and as part of a team

 With a pleasant and dynamic personality.

* Convincing and negotiation power.
* Well Conversant in International Communication, Co-ordination with Analytical &

 Interpersonal Skills.

* Excellent phone manner.
* Sales & Support.
* Back office administration

EXPERTISE SET:

* Proficient knowledge of Computer Operating Systems & Basic services.
* Proficient knowledge of Internet Industry.
* Proficient use of searching on internet according to the requirements.
* Complete exposure in a computer working environment, with Operating Systems: XP, 2000,

 2003, 2007, Vista, Windows 7 / 8

* Strong sense of E-mail / Internet, Outlook Express, Windows Mail & Incredimail.
* Commercial Letter Writing and Drafting of Business Reports by using Word & Excel.
* **General skill set:**

 Office Administration, Accounting and finance, Business and Financial Process, Requirements gathering and documentation and Document Control, Strong Organizational abilities and creative problem solver, Strong background in Accounting and Budgeting, Financially sound decision-making skills, extremely solid MS Office knowledge.

* **Accounting skill set**:

 Bookkeeping & Finalization of Accounts, Process & dispatch of Purchase orders, Release of timely payments to vendors against certified invoices, Preparation of Daily Fund Flow Statements of the company, Preparation of Credit Memos, Fund Transfer Management, Stock (Inventory) Accounting.

OTHER EXPERTISE:

* New client’s development.
* New Marketing Strategies, etc.
* Transnational & National Client Relationship Management & Strong convincing skill.
* Negotiations & final dealing.
* General Management and Administration.
* New Product / Services Research and Development.
* Content and documentation Management.
* Stock card Management & Generation.

PREVIOUS WORKING EXPERTISE:

To provide skin care treatment to the consulted clients by the dermatologist. Ensure all registrant information that is collated is accurately reflected on the register. Communicate both internally and externally by telephone, email, and letter. Carry out file and archive organization and maintenance. Work as part of a team to deliver departmental objectives & achieve given clinical targets. Ensure that service to the customer is of the highest standards and quality at all times. Undertake any other duties as directed by the Team Leader, Supervisor &/or Management.

Responsible for Business Development, Team Management, New Idea Set-up, Client Relationship management into my comfort areas. Gained experience in Business development, Sales, Outlet target achievements, in Build Cliental relations, and project handling through the various jobs and responsibilities.

WORKING EXPERIENCE:

* May’2004 – Jul’2005 **Epicenter Technologies Pvt. Ltd.** Mumbai.

**Designation**: Customer Relationship Associate

**Job Profile:** As a Customer Relationship Associate, making calls for USA, UK, AUSTRALIA, CANADA for Technical backend helpdesk, giving support on solving computer problems like data net, software & hardware problems solutions etc. Also payment collections process and preparing correspondence data. Accounting and reporting of subjective terms of timely basis.

**Achievements**: Made regular and timely call support data to achieve organizational targets and achieved highest incentive in the daily generated leads. And given a precise solution to caller for perfect operation/solution of his problem.

* Aug’2005- Sep’2006 **Encircle exports INDIA Pvt. Ltd.** Vadodara.

**Designation**: Tele-Auditor

**Job Profile**: As a Tele-Auditor, making calls for USA, cheque collections process and preparing correspondence data. To manage all the other official documentations n generating new data sheets.

**Achievements**: Acquired highest number of collections calls and prepared Precise and accurate data for other team members.

* Nov’2007 – Dec’2011 **Kaya Skin Clinic.** Surat.

**Designation**: Sr. Skin Practitioner/Stock Auditor
**Job Profile:** To do skin treatments as suggested by the dermatologist according to Individuals skin type. And to make stock report for all products and consumables used in all departments in clinic.
**Achievements**: Made regular and timely sale to achieve organizational targets and achieved highest incentive in the outlet. And done a precise counting of all the products used in clinic and made final reports month on month to send it to backend.

* Nov’2013 – Jul’2015 **Al Bahri Hardware & Safety Equipment LLC.** Dubai.

**Designation**: Senior Internal Auditor.

**Job Profile:** To do Leads and conduct internal audits and assessments, including preparing work-paper and review them of other staffs to ensure quality and objectives of audits achieved. For further business development, including understanding of current business risks and controls, to identify areas if risk that may require stronger controls and to prioritize audit steps and test plans. Perform documents testing and walkthroughs of processes and controls, with appropriate validation. Effectively validate document remediation issues and improvement opportunities, and collaborate with process owners to develop practical recommendations. Use of various analytical techniques for developing audit and sales programs, testing execution, and issue validation. Prepare effectively audit artifacts, and sales output structure such as audit programs, work-papers, recommendations, and business development suggestions. To conduct daily report submission to all management levels of personnel’s, from staff to supportive employees. Develop and maintain effective working relationships with multiple management levels within the organization while able to work objectively and independently.

**Achievements**: Monitored adherence to various regulatory, legal and company prescribed procedures and internal controls by conducting operational audits and reviews of sales offices and corporate office departments. Wrote audit reports and management letters for review by the Director of Internal Audit and developed recommendations to correct deficiencies observed in audits and reviews. Ensured adherence to internal controls, accurate recording of data and departmental and company budgetary constraints are met by developing audit programs and procedures.

CURRENT PROFILE:

Currently performing as Business System/Sales Analyzer at Shahensha Building Materials L.L.C, Dubai, U.A.E, since September 2015. Where, my profile includes email support, phone support, customer care, [research and administrative assistant](https://www.elance.com/s/edit/e3qualizer/job-history/?t=1), stock ledgers updates, financial helping through any means possible online. Handling International marketing ventures to our other locations in Qatar. To make communications to our branch with regards of products, advertisements, and any other necessary requirements.

SPECIFIC DUTIES & PREVIOUS RESPONSIBILITIES:

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|  Investigating/ensuring correct authoritative service is received from registrants to avoid any discrepancies. Issuing standardize work environment for every working employee. I was working as a Sr. Skin Practitioner with Kaya Skin Clinic Pvt. Ltd., which was an international standard Skin treatment clinic, providing services like, Peelings, M.D.A, Laser Hair Removal, etc. to the dermatologist prescribed clients. My duty was to give best felt skin treatments to all the clients, may that be for the acne concerns or rejuvenation clients, so on & so forth, and also was responsible for selling Kaya’s manufactured skin products available at our location, and at times In the hands of our expert dermatologists, established aesthetic practices such as radio frequencies, wart removals, skin tags, also assisting them for treatments like Derma rollers, Botox®, & Fillers, in case of any issues or for clarifications that may occur was always ready to learn new formats of giving the services to the clients. Identifying and developing business opportunities for the Company services build referral and lead generation in assigned territory/account and developing new business opportunities. Responsible for following up leads and converting them to customers, Up/Cross selling to existing customers, Creating and sending proposals to potential and existing customers. To enroll in in-house target achievement programs and earned highest rewards month on month throughout. Holding very strong position in making decision, negotiating with clients for cross selling and up selling the packages and products available and also successfully achieved sales targets. I’m an open minded and a learner of new situational services put in forth of me. Also establishing very strong & fruitful relationships with clients and in sustaining the same & provide the best outcome.HOBBIES / INTERESTS:* Implementing new ideas in any work given, Music, Reading, Tennis.

LANGUAGES KNOWN:* English, Hindi, Gujarati, Marathi.

REFERENCE:* Can be furnished if required.
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