**Chetan**

**Chetan.361749@2freemail.com**

**Profile summary**

* Strong interpersonal and leadership skills
* Capable to plan priorities and responsibilities.
* Reliable, quickly adaptable, duty conscious and responsible
* An excellent team player, good relation builder who will work hard in any environment.
* Result focused and effectual leader with ability to achieve the bottom line set by the company.
* Talent for proactively identifying problems.
* Well organized with good convincing power.

**Key Responsibilities Handled**

* Manage work strategy to achieve the target.
* Manage team of highly motivated executives.
* Set daily tasks for the team.
* Supervise the team to achieve daily targets.
* Encouraging the team to keep them motivated.
* Train new recruiters.
* Manage communication with other departments.

**Work Experience**

**Oyo Rooms– Assistant Manager – 01April,2015 till 31August,2016.**

As a part of the Supply vertical, handling a team of Pre-Acquisition consultants who find pay & stay establishments using online & offline sources to further establish outbound telephonic contact/meeting with the decision-maker / owner to assess eligibility / suitability of the property to become an OYO, look for various online/offline sources to promote OYO business and increase the revenue.

Also, responsible for the SLAs on inbound channel of property owners who reach out to OYO using voice or email medium.

Post establishing eligibility, various data points are collected & verified online, before converting these leads to partnership worthy opportunities for OYO.

Regular coaching & feedback to drive a competitive / high performance culture.

Employee engagement efforts using various team building exercises & sometimes just simply fun activities for the group, ensuring high motivation levels.

Cross-functional exposure.

**Projects:**

Took initiative to start a different segment named Oyo Packages. Did ground level designing of the project jotting down timely emphasis on various aspects like vendors, local travel agents, cab vendors, hotels etc.

Created value for money packages and promoted through various channels. Expanded the process with a pilot team of 15 agents which is running successfully.

**Intellio CRM- Business Developer - March 2013 till Jan 2015.**

Consistently promoted the company brand to key buyers, ensuring their knowledge is current and appropriate. Generated new business by creating need for the company product in the target market through both telephonic and face to face meetings.

Preparing concise, value-based sales proposals. Replying to all customer enquiries in a timely and accurate manner. Writing up sales reports, activity reports and revenue forecasts. Completing all documentation and administrative records, fully and accurately. Developing and maintaining a database of all contacts.

**Teleperformance- Sr. Sales advisor-March 2011 till Feb 2013.**

As a Sr. Sales Advisor, contacting private individuals by telephone to promote company products and services. Explaining the product or service to potential customers. Adjusting scripted sales pitch to meet needs of specific individuals for complete understanding. Providing pricing details and handling customer questions/objections. Record customer details and details of transaction, confirm orders placed with a post-delivery feedback call.

**Key Highlights**

* Received employee of the month various times for providing best quality service while working as a sales advisor for an international company by keeping all the quality parameters intact.
* Repeated appreciation from Managers for excelling performance and over achieving targets and meeting deadline.

**Educational Qualification**

* Graduated from Delhi University
* High school from C.B.S.E. Board
* Intermediate from C.B.S.E. Board

**Personal information**

Date of birth: 16thJULY 1990

Marital Status: Unmarried

(DATE)