

AREAS OF EXPERTISE

*New Product Launches*

*Customer Relationships*

*Marketing Campaigns*

*Service Firms*

*Administrative Support*

*Supplier Negotiation*

*Demand Forecasting*

*ERP / POS /CRM*

*Organising Meetings*

*International Sales*

*Document Preparation*

*Handling Queries*

*Client Retention*

*Customer Facing*

*Mobile Solutions*

*Account Management*

*Cross Selling*

*B2C / B2B / B2G*

*Executive Support*

*Retail Management*

*E- Commerce Leads*

*Hunter Direct*

*marketing Market*

*Expansion Team*

*Building*

*Leadership Management*

*Training & Motivation*

*Achieve Targets*

Thottingal

Thottingal.373051@2freemail.com

*Business Development Manager*

PERSONAL SUMMARY

A determined professional is constantly looking for new opportunities and ways of working that will create a better business. organised, analytical, with excellent attention to detail and a strong customer service. Able to meet and exceed customers’ expectations every time. As a true professional I works hard to know who is competitors and what they do in the market. I have the entrepreneurial spirit to work in highly flexible, rapidly changing, ambiguous work environments. Having insatiable energy to produce results and being able to quickly build outstanding customer relationships, my contribution would be a valuable addition to any ambitious company.

Now looking for a position as Business Development Manager, one which will make best use of my existing skills and experience contribute to the company's growth, in turn ensuring personal growth.

WORK EXPERIENCE

***Safaa Hospitality Managemaent Services(Yummy Catering LLC) : Dubai - UAE***

Business Development Manager (Apr 2015 - Jul 2017)

***Copper Chimney Restaurants & Food Stuff Trading : Dubai - UAE***

Business Development Manager (Feb 2013 - Mar 2015)

***Emirates Star Catering &Trading (L. L .C) : Dubai - UAE***

Operation Manager Sales (May 2009 - Dec 2012)

***Al Sharafhospitality L.L.C : Dubai - UAE***

Asst Manager (April 2007 - Mar 2009)

***Hotel Fortune Welcome group, Chennai***

Asst .Manager (Oct 2001 - Mar 2007)

***Hotel Taj Coramendal, Chennai***

Senior Captain (Jun 99 - Sep 00)

Working as a Manager of a team and responsible for driving results by providing direction, support and guidance to the sales team in the areas of business development, sales, revenue generation and cost control.

***Duties - Business Development Manager***

|  |  |  |
| --- | --- | --- |
|  | Maintaining and increasing sales of company's products. |  |
|  | Increasing business opportunities through various routes to market. |  |
|  | Monitoring team's performance and motivating them to reach targets. |  |
|  |  |  |
|  | Ensuring 100% customer satisfaction and proper delivery of products |  |
|  | & services. |  |
|  |  |
|  | Achieves regional sales operational objectives by contributing regional |  |
|  | sales information and recommendations to strategic plans and reviews. |  |
|  |  |
|  | Finding a new client and persuading them through aggressive |  |
|  | marketing techniques. |  |
|  | Meticulously manage prospect data using CRM. |  |
|  |  |  |
|  | To assist the Sales Manager in providing a professional and excellent level |  |
|  | of customer service with existing and new customers. |  |

Set up meetings, Requirement gathering and demos.

Greet customers warmly and Handle customer issues, resolution and communicate escalated issues to the sales manager.



*Market Trends*

*Sales Operations*

*UAE Laws & Rules*

*Business Development*

*Strong Follow-Up*

*Suggesting Products*

*Competitive Profiles*

*Resellers management*

*Filing & Archiving*

*Database Marketing*

*Presentations*

*Report Writing*

LANGUAGES

*English*

*Hindi*

*Tamil*

*Malayalam*

COMPUTER SKILLS

*M S Office Suite*

*WIndows*

*Online App*

*Sales and Billing App*

*E-mail Applications*

*Database App*

PERSONAL SKILLS

*Numerate*

*Investigative*

*Attention to detail*

*Influencing skills*

*Self-motivated*

*Team player*

|  |  |  |
| --- | --- | --- |
|  | Work with customer service manager to ensure proper customer service is being |  |
|  | delivered. |  |
|  |  |
|  | Continually innovate and look for ways to improve lead generation |  |
|  | and prospecting efforts |  |
|  | Visiting the customers and building the relationship with them. |  |
|  | Keeping up to date with products and competitors. |  |
|  |  |  |
|  | Participate in Company presentations with customers; attend seminars and |  |
|  | business promotion events. |  |
|  | Liaise between departments to provide support to sales activities. |  |
| ***Duties - Business Development Executive / Lead Generation Specialist*** |  |
|  | Follow up on all inquiries and prepare sales proposals. |  |
|  |  |  |
|  | Answer questions about warranties and terms of sale. |  |
|  |  |  |
|  | Plan approaches and pitches. Work with team to develop proposals that |  |
|  | speaks to the client’s needs, concerns, and objectives . |  |
|  |  |
|  | Ensure that data is accurately entered and managed within the company’s |  |
|  | CRM or other sales management system. |  |
|  |  |
|  | Organising special sales projects, such as new product introductions, |  |
|  | sales promotions, advertisements, etc. |  |
|  |  |
|  | Present to and consult with mid and senior level management on business trends |  |
|  | with a view to developing new services, products, and distribution channels. |  |
|  | Utilize multiple public and private applications to research and identify leads. |  |
|  |  |  |
|  | Advancing the company's strategic positioning with key accounts and |  |
|  | strategically important geographies. |  |
|  | Maintaining portfolio of clients for cross selling of bundled products. |  |
|  | Assist with placement of orders, refunds, or exchanges. |  |
|  |  |  |
|  | Carrying out administrative tasks such as data input, processing |  |
|  | information, completing paperwork and filing documents. |  |
|  |  |
|  | Developing, maintaining customer relationships and managing portfolio of clients. |  |
|  |  |  |
|  | Provide training with extensive experience running a Call Center Operation |  |

of 30+ telemarketers.

AWARDS AND ACHIEVEMENTS

Exceeded sales targets by over 30 % - 40 %.

Personally, grew a handful of large/key accounts by over 37% - 41 %. Increase regional sales revenue by over 45% - 50 %

KEY SKILLS AND COMPETENCIES

Trust worthy and able to work in highly confidential environments. Superior analytical and problem-solving skills.

Superb organizational and time management skills. Strong presentation and negotiation skills.

Strong background in customer service.

Articulate with excellent communication and interpersonal skills. Ability to meet a constant stream of deadlines.

Ability to follow up with clients in a timely professional manner.

ACADEMIC QUALIFICATIONS

***Bachelor Degree : Business Administration***

Annamalai University, Chidambaram, India

**Diploma in Hotel Management & Catering Technology**

Indian Institute of Catering Technology And Hotel Management

REFERENCES – Available on request.

I here by declare that the above furnished information is true to the best of my knowledge and belief.