** Avinash**

**Avinash.373817@2freemail.com**

**Business Development Manager/ Operations Coordinator/Retail**

An enthusiastic & high energy driven professional targeting challenging assignments with a reputed organization

Location Preference: Dubai / UAE

**OBJECTIVE:**

To obtain an executive/managerial position in the field of Business Development/ Operations/ Retail / Store operations and knowledge in Logistics with a dynamic work environment, where experience and professionalism are valued and required as means for attaining company success.

**PROFILE SUMMARY:**

I am a dedicated, organized, responsible, hardworking and motivated individual with over 9 years of experience. A self-starter having proven success in achieving business goals in highly competitive markets .Outstanding knowledge on the technical side, market demands and effective organizational structure of businesses .Familiar with the identification of prospects, cold calling, attending the client meeting, and product demonstrations, MIS .Positive, energetic, focused and eager to further grow and develop existing business skills.

**ACADEMIC HISTORY:**

**Masters of Business Administration**, Shobhit University (Retail Management) 2016.

**BSM** (Basic Shift Management) and **EMP** (Effective Management Practices) Certification.

**Bachelor of Science**, Barathiyar University, Coimbatore, 2007.

**KEY SKILLS:**

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| --- | --- |
| Quick Learner & People Management Customer rapportPSIS(Product, Service, Image, Safety)Indenting & Stock managementP & L | Top line & Bottom lineTeam training and MotivationSales Collateral & SupportLSMData analysis and report generating |

**PROFESSIONAL EXPERIENCE:**

**Marketing Specialist/Senior Sales Executive,** Headlines Advertising, Dubai (May2017 till Aug 2017)

Identifying, researching and targeting new business prospects. Brainstorm and develop ideas for creative marketing campaigns. Work closely with the sales team on program development and implementation. Create and generate lead generation programs. Analyze data to execute campaign efficiently. Develop and communicate marketing plans, campaign results and progress reporting to the MD.

* Gather and organize information to plan advertising campaign.
* Meet with client to provide technical and marketing advice.
* Studying competitor’s product and services.
* Identifying target markets and developing strategies to communicate with them.
* Create a report and tracking towards the topline.

**Business Development Manager and Operations,** Srees Developers, India(Jan 2011 to April 2016)

Liaising with new and existing clients over the phone and meeting them face to face .Gaining new appointments from hot and cold leads. Managing and maintaining databases of potential clients .Developing strong working relationships with prospective new client’s .Producing monthly pipeline reports for management purposes .Selling the company services via telephone, online and also in the field. Providing support to the sales and marketing team through a variety of additional activities. Few key skills as below:

* **New Business Development**
* Prospect for the new clients and convert into business
* Meeting new clients and maintaining growing and leveraging the network
* Client rapport
* Organizing and conducting client meetings
* Pitching and planning, negotiations
* Acquaintance of new clients
* **Operations**
* Coordinate with Account service/ Sales for upcoming projects
* Coordinating with Designers.
* Coordinating with the Joinery, Electrical and Purchasing Departments for making price lists for BOQ’s.
* Preparation of Quotations.
* Coordinating with the client.
* Coordinating with external contractors and vendors.
* Coordinating with Accounts department for LPO’s, advance payments to vendors or payments to organizers.
* Coordinating with freight for transportation.
* Making furniture checklist.
* Making site visits.
* Checking on production and quality control.
* Preparing project schedule.
* Coordinating with the client for Mock up.
* **Client Retention**
* Product presentation
* Teamwork for client satisfaction and requirements
* Follow-ups
* Keeping up the commitments
* CRM
* **Business Development Planning**
* Study on market trends and involvements in expos and events
* Precise marketing and Campaigns
* Creating brand awareness
* **Management and Research**
* Reports and data analysis
* Vendor management
* Labor management
* Inventory management
* Payment process
* Print materials and business tools as per the requirement
* **Logistics**
* Preparing Pre-show and Post-show Project Report
* Responsible for the complete logistics requirements of the organization Guide the drivers of their daily duties and responsibilities
* Recording the attendance and preparing overtime sheets of the drivers
* Take care of the freight arrangements
* Negotiate with the freight agencies and avail the best quotes
* Prepare the required commercial invoices and other documents for freight
* Maintenances of the all the vehicles under the Company name
* Ensuring that the insurance, registration of vehicles are renewed on time
* Maintain the records of all vehicles
* Coordinate for the sale of old vehicles and purchase of new vehicles
* Guide and control the drivers

**Store Manager,** Domino’s Pizza, India(Dec 2008 to Nov 2010)

* Take responsibility for the business performance of the restaurant;
* Analyze and plan restaurant sales levels and profitability;
* Organize marketing activities, such as promotional events and discount schemes;
* Prepare reports at the end of the shift/week, including staff control, food control and sales;
* Create and execute plans for department sales, profit, and staff development;
* Set budgets or agree on them with senior management; plan and coordinate menus;
* Coordinate the operation of the restaurant during scheduled shifts, recruit, train, manage and motivate staff;
* Respond to customer queries and complaints.

**Executive Trainee, (campus recruitment)** Radhakrishna hospitality services, India (Jun 2007- Nov 2008)

**CORE COMPETENCIES & KEY RESULT AREAS**

* Great at interpersonal communication: Effective coordinator, excellent verbal and written communication skills;
* Strong people management skills;
* Leadership skills and ability to coordinate with and manage cross-functional team;
* Device sourcing and employee retention strategy;
* Determined team player – A “work hard, play hard” approach;
* Strong networking, presentation, multi-tasking and analytical abilities;
* Energetic – Upbeat personality;
* Liaison between Management and Shift Managers & team members to ensure that they are aware of business activity and their contributions to target;
* Contribute to the store level inventory management and sales strategy;
* Manage customer service recovery activities and ensure high level of customer service;
* Effectively manage P&L and allocate budgets to drive profitability;
* Manage team, payroll, and ensure the adherence to compliance requirements in all areas of operational activity, company policies, and procedures;
* Identify low and high performing station and shift manager and develop a business plan to address and manage the issue;
* Reward and recognize high performing employees and show their career path;
* Perform audits and quality assurance exercises;
* Have clear idea of competitive landscape and potential business development areas;
* Ensure that the operations and business development activities are implemented;
* Communicate, escalate and resolve any administrative, employee, sales, infrastructural requirements and issues to central team.

**PERSONAL INFORMATION**

Year of Birth : 1986

Nationality : Indian

Visa Status : Visit Visa

Languages Known : English, Tamil, and Malayalam

**REFERENCES**

 *Upon Request*