MANISH

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SYNOPSIS

Young, energetic and an ambitious business manager & administrator having a vibrant experience of 12 years spanning sales, administration & operations verticals of various MNCs as well as startup firms. Have a vision to head the best MNCs in the world and am accustomed to fast-faced, high pressure work profiles. Have consistently demonstrated strong organization and communication skills while executing my assignments and have a proven track record of achieving higher business growth rates and revenues thereby maximizing profits for the firm.

AREAS OF EXPERTISE

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| --- | --- |
| * Board Relations and Governance * Research & Development of products & services * Market Penetration Strategies * Budget & Expense Management * Purchasing & Inventory Management * Taxation & Invoicing * Staff Recruitment & Training * Client Retention & Acquisition | * B2B & B2C Sales Management * Corporate Sales Management * Transport Management & Design * Executive Office Management and support * Time Management and Prioritization * Liaisoning with Government Officials * Relocation Management * General Office Administration |

EXPERIENCE

**Head – Business Operations & Administration Oct 2015 – till date**

*Travelkart Excursions Pvt. Ltd., Delhi*

* Streamlined processes for logging in daily transactions & invoicing, thereby enhancing staff productivity.
* Designed SOPs & training manuals for staff adherence and reference.
* Shortlisted the best available International vendors which helped reduce input costs by 30% and therefore higher profit margins.
* Researched to keep abreast with market competitors and introduced new product innovations which helped atleast 15% more sales conversions;
* Ensured adequate planning & execution to meet companies marketing objectives and provided creative inputs in developing promotional mix, information brochures, advertorials, marketing collaterals, festival gifts, website updations, landing pages as well as broadcasts on social mediums.
* Analyzed Sales Reports with the Board of Directors, assessed Sales Team performance, identified improvement areas and cascaded the decisions down the hierarchy.
* Defined organizational KRAs for the entire sales team as well as operations team, formulated the incentive structure in consultation with the Team managers, assigned sales & revenue targets.
* Held performance evaluation meetings and get togethers at regular intervals, motivated the sales team to aim higher, work harder and earn better incentives.
* Undertook beautification of multiple office premises for all group companies in Delhi & Mumbai utilizing my rich experience at Jabong.
* Managed Petty Cash Expenses and executed all administrative responsibilities associated with Travelkart & other group companies.

**Administration Manager Oct 2013 – Oct 2015**

*Xerion Retail Pvt. Ltd., Gurgaon* ***“******Jabong. Com”***

* Managed a team of 15 executives in a 24x7 e-commerce work environment to officiate over 1500 employees in Delhi & Indore offices.
* Supervised daily housekeeping arrangements for the complete building of 7 floors and 2 basements in Gurgaon for 6 working shifts including inventory management for Housekeeping materials and vendor management.
* Monitored facility management operations covering maintenance of all major machinery and assets such as Transformers, LT-panel, Fire Extinguishers, Sprinklers, Overhead & underground Water Tanks, Diesel generators, Diesel procurement, Fire Alarm systems, Lifts, HVACs and their outer units, UPS & Battery banks, etc. and also recruitment and supervision of the maintenance staff for 24x7 operations.
* Managed security arrangements to ensure round the clock safety & security of the office premises. It also involved choosing the vendor for manpower and CCTVs, handpicking security personnel & training of the security staff in a scheduled manner on security, fire fighting, parking etc.
* Liaisoning with Govt. department officials for procurement of various NOCs such as Fire NOC, Electrical NOC, Lift NOC and others.
* Handled general office administration - Printing & Stationery, Furniture & Fixtures, Office Automation Machines, Telecom arrangements and distribution, etc.
* Administered food arrangement for the staff including Lunch, dinner, and 24x7 kiosks in the cafeteria.
* With the support of 4 Transport executives, provided and managed cab arrangements for over 500 employees through weekly routing, daily rosters, vendor allocation, cab tracking, compliance monitoring, etc.
* Worked out lease deed modalities with the landlord for new office locations as well as existing office premises in order to mitigate building expenses.
* Responsible for Vendor Management and market research for new & upcoming innovations in the administration sector – Getting acquainted with new products/concepts continually through various vendors and upgrading existing infrastructure & processes in minimal cost.
* Travel Management & helpdesk operations – Handling corporate bookings for Hotels, Airlines, Rail reservations, etc. Also managing company reception through automation and security apparatus.
* Spear-headed a relocation project for this company to shift office location, coordinated with vendors for new property options and assessments based on various parameters.

**Senior Manager (Sales) – North India Apr 2011 – Sep 2013**

*Thomas Cook India Ltd., Gurgaon (Visa Division)*

* Targeted Small & Medium Enterprises for Visa services across North-Indian states; Effective business growth recorded was 47% on yearly basis.
* Focused on large corporate houses for Visa, Expat Management, Attestations and allied services related to Corporate Travel. Was able to close 20 firms with an average business revenue size of 2 Cr and above in a span of 2 years.
* Explored, analyzed and targeted Travel Agents across North India; increased business volume by 150% and revenue by 70%.
* Facilitated cross-selling of other travel products such as FOREX, Corporate travel, Leisure travel.
* Explored & identified potential sales regions to reap maximum profits.
* Strategized targets and growth patterns and prepared detailed proposals, reports and presentations.
* Designed promotion and marketing material as well as participated in promotional activities across several events & condominiums such as SATTE, OTM, etc.
* Ensured that customer expectations are exceeded vis-a-vis service levels.
* Drafted sales agreements for compliance and audit. Ensured payments are received on time.

**Assistant Manager - Corporate Salary Account Jan 2009 – Mar 2011**

*HDFC Bank Ltd. - Gurgaon*

* Was assigned 8 South Delhi branches for Corporate Salary Account revenue targets; was later on assigned 10 West Delhi & North-West Delhi branches.
* Recruited & managed a team of 15 sales executives and 2 team leaders with focus on sales targets and incentives;
* Achieved the best sales figures for the region in 2009 and was awarded an incentive of Rs. 25000/- and an appreciation letter from management.
* Formulated road maps to target SMEs as well as Key Accounts available in the assigned territory.
* Conducted regular sales trainings and quality checks to keep a check on the work assigned to team members.
* Strategized road-maps with Team leaders to bring up the best out of the team and maximize incentives and career growth for the team members.
* Helped with cross-selling targets of other RMs associated with the assigned branches for Loans & Corporate Accounts as well.
* Maintained healthy business relations with all branch managers and ensured their targets are met with ease, coordinated the availability of Salary account kits and analyzed revenue being generated in already opened Salary Accounts.

**Key Accounts Manager May 2006 – Dec 2008**

*Ricoh India Limited – Mumbai & Delhi*

* Commenced my career with RICOH, Mumbai as ‘Territory Manager - Sales” to sell Multi-Functional Devices (MFDs); was later promoted to Key Accounts Manager, Delhi.
* Targeted designated corporate clients new sales as well as retention. Analyzed each clients existing & upcoming business requirements and pitched for machines accordingly.
* Initiated healthy business relationships with key decision makers to meet monthly, quarterly & yearly sales targets and also ensured repeat business.
* Assessed client requirements and suggested comprehensive solutions best suited to their business needs.
* Prepared sales proposals & presentations for clients, arranged demos, etc. to enhance customer satisfaction.
* Identified prospective clients and generated business from new Key Accounts.
* Participated in bids for key government tenders at DGS&D rates for large orders.
* Provided value added customer services by attending to their issues within TAT, ensuring timely delivery of machines, hassle free invoicing and payment receipts.

PROJECT WORK

**New building Relocation Project for Xerion (Jabong) Jan 2015 – Jun 2015**

* Individually handled the project with the objective to find a new, cost-effective and convenient office location for Xerion in Gurgaon.
* Undertook Area Surveys and detailed assessment of the desired specifications of the new building.
* Met various agents and building owners from time to time and arranged technical assessments of the prospective properties.
* Presented assessment reports to the management on a weekly basis for their valuable inputs and updated requirements.

EDUCATIONAL QUALIFICATIONS

**Masters in Business Administration Jul 2004 – Apr 2006**

*Faculty of Management Studies, Banaras Hindu University*

**Bachelor of Information Technology Jul 1999 – Apr 2003**

*Ram Lal Anand College (Evg.), Delhi University*

PERSONAL INFORMATION

*Date of Birth – 24.12.1981*