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**SHAILESH**

**Email:** **shailesh.390207@2freemail.com**

**SUMMARY**

Dedicated, Hard-Working and Result Oriented Professional with Excellent Communication and Interpersonal skills seeking Sales Professional position. Aiming to leverage my skills in an organisation that can benefit from experience in Client Relationship Management, Sales, Negotiation, Closing, and follow through skills with a strong ability to build an industry presence.

**SKILLS**

* Teamwork, Project Monitoring and Database Management
* An effective communicator possessing excellent presentation & Soft skills with Marketing management, Logical, Analytical and problem-solving abilities
* Business Development, Identifying New Sales Opportunities and Maximizing Sales
* Customer Relationship Management
* Interpersonal and Strong Verbal / Written Communication

**EXPERIENCE**

**Pfizer Ltd (GoApptiv) Mumbai, Maharashtra** September 2017 to Current

Sr. LMS Administrator

P2L –LMS(Learning Management Systems) is a Database Management System used globally across all **Pfizer** offices for Training.

As an LMS Admin, core responsibilities include connecting with Training Managers across EUROPE, UKRAINE and UK and proving support related to Training Activities on daily basis.

Creating Classes, Courses, JOBS and E-Learning Modules Online.

Generating BO(Business Objects) and WI(Web Intelligence) Training reports for Business Analysis and Audit requirements as required (while adhering to data privacy regulations in Europe)and providing an insights towards learner progress regionally.

Providing Credits to Learners in the database by uploading Rosters.

Working on Excel Reports for detailed summary about learning/training history for employees and trainers.

Weekly / Monthly / Quarterly Updates to all the Leads across Countries.

Assignment of Training, Modifications to training modules, Audit, Correct coding and Adhering to compliance and safety regulations while performing all the tasks.

Work with the Global Learning Systems Team for the purpose of enhancing and maximizing LMS processes related to EU business needs.

**StartupHand (GoApptiv) Mumbai, Maharashtra** September 2014 to September 2017

Business Development Associate

Provide administrative business development support for the company with oversight responsibility for the following:

Responsible and accountable for the coordinated management of multiple related projects directed toward strategic business and other organizational objectives.

Direct the coordination of all implementation tasks involving third party vendors as well as provide consultation to clients on system implementation.

Build credibility, establish rapport, and maintain communication with corporate clients at multiple levels.

Self-generated opportunities, conducted Formal presentations with senior partners and expanded relationships including Contract Renewals.

Recommended appropriate products and services based on customer needs.

Provided quotes for new business and opened numerous accounts following up from this.

Identifying sales opportunities in Existing Customer Base as well as new clients.

Attending Networking Events and Negotiating Sales Contracts.

Managing Records of Sales Revenue and Expenses involved on Monthly Basis.

**Tech Mahindra Limited Mumbai, Maharashtra** June 2013 to September 2014

Retention and Sales Rep

Worked as a Retentions Advisor for a U.K Based Telecom Company “**3 Global Services**”.

Retaining Customers from cancelling the contracts for phones & sim cards as well as upgrading them into new contracts.

Stock Maintenance, Training the new joiners with Process Knowledge as well working on systems like C.R.M & Citrix.

Keep updates on all the Latest Mobile Technologies and Mobile Phone launches in the Market for Benefit selling.

Keep Recordfor details such as Payments, Account information and Call logs in the database.

Verified data integrity and accuracy for every Account handled.

Produced Ad-hoc reports for sales, Retained customers, Upgrades, Cross Sells, and A.H.T for stake holders on Monthly basis.

**EDUCATION**

* **BSC I.T Information Technology**

Nagindas Khandwala College - Mumbai

Graduated in 2012.

* **Higher Secondary Certificate (Science)**

The B.S.G.D Junior College- Mumbai

Completed in 2008

* **Secondary School Certificate**

Children's Academy - Mumbai

Completed in 2006

**Technical Skills**

* Advanced Technical Knowledge of MS Office (i.e. Excel: PowerPoint, etc.).
* NIIT CERTIFIED FOR SWIFT INDIA COURSE.
* LMS Tools - Power2Learn
* Business Objects / SAP for Reporting.

**LANGUAGES**

* English
* Hindi

**INTERESTS**

* Travelling, Music, Cricket, Technology and Automobiles.
* Adventure sports (River Rafting, Scuba Diving and Bungee Jumping).