Rhiannon

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# Business Development, Sales and Client service Professional

**CAREER OBJECTIVE**

I would like to pursue a career in dynamic and growth oriented vibrant organization, where I can identify my personal goals through delivery of organizational goals. Seek to work in a professional, high energy environment with real responsibility to be bestowed on me, where my potential can be utilized and where there is scope of continuous learning and development. I can also communicate effectively to identify and resolve problems. My ultimate objective is to serve the organisation with complete sincerity and enthusiasm.

# PROFICIENCY FORTE

|  |  |  |  |
| --- | --- | --- | --- |
|  | Business Planning | Client Servicing | New Initiatives / Set-Ups |
| Revenue Generation | Team Management | Public Relations & Speaking |
| New Business Development | Client Relations | Vendor Relations |
| Sales & Marketing | Contract Negotiations | Team Building & Leadership |
|  | Product Marketing | Staff management &  Training | Franchise Sales & Operations |

**EXPERIENCE CHRONICLE**

**November 2013- May 2019**

**Business Development Manager - Franchise Development**

* Responsible for overall well being of the franchise all over India including sales, marketing, administration, customer service and training.
* Responsible for managing new and existing accounts and developing them to their full potential to ensure consistent recurring revenues.
* In charge of providing clients with a service that continually delivers significant value and meets their needs.
* Opening of new franchise centres.
* Analysing and solving problems and customer grievances.
* Taking charge of long term projects.
* Able to review the time and resources spent with a prospect client against the return on investment.
* Taking responsibility for personal development.
* Working hard to maintain good relationship with other company’s departments.
* Replying to all customer enquiries in a timely and accurate manner.
* Developing and maintaining a database of all contacts
* Gained experience through the entire process of sales from prospecting to closing, as well as customer relations and retention.
* Achieved excellent customer satisfaction rating through excellent service documented through quality call-back report.

**Since July 2012**

# July 2012 –October 2013 Senior Customer Acquisition Manager

**Business Development and Client Servicing:**

* Create database of students with name and contact of related person. Setting up meetings and giving company presentation in schools/colleges. Have regular follow-up with all these clients for any kind of event requirement.
* Building and Maintaining Customer Relationship Daily with closing sale with customer.
* To create a monthly target calendar and work towards achieving set targets.
* Developing new business from the existing customer data base.
* Generating new business face to face as well as over the internet and telephone.
* Revenue generation as per set targets.
* Responsible for developing and maintaining commercially productive relationships with both new and old clients. Also in charge of identifying every sales lead and of making the most out of every opportunity to increase revenue and profitability.

# EDUCATION

* Mumbai University – Graduation 2010
* I I T C, Mumbai - Diploma In International Airline And Travel Management 2008

# TECHNICAL SKILLS

* Sound Knowledge of MS Office – MS Word, MS Excel, MS PowerPoint, etc.

# ADDITIONAL SKILLS

* Able to cope with pressure and work in a fast paced environment.
* Understanding a client’s needs and issues from a business point of view
* Willing and capable of learning and adapting quickly
* Having the patience to deal with multi decision maker sales processes
* High level of personal organisation and time management skills
* Ability to always maintain self-motivation and be consistently pro-active.
* Enjoys the challenge of problem solving.
* Excellent customer service skills.
* Able to work on own initiative

# PERSONAL DETAILS

Date of Birth : 24-03-1989

Nationality : Indian

Marital Status : Married

Languages Known : English, Hindi, Marathi and Konkani.

Visa Status : Visit ( valid until November )