**Harmeet** 

**Management professional** with **Experience**

Nationality: Indian

Location: Bur Dubai, United Arab Emirates

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**Visa: Visit Visa (20th March 2020)**

Objective

Desire a long-term professional position in your organization, to Seeking Business Managerial assignments in Sales, Operation / Business Development / Customer Services / Client Relationship Management /Process Enhancement .Use my analytical, strategical knowledge of Marketing and guidance for the betterment of the organization to achieve its monetary and managerial goals and objectives with a growth oriented optimization.

My ambition is not only for myself, I would like to serve the society and to elevate the cognition of people around myself.

Professional Synopsis

* With **12+ years** of experience in the areas of Retail / Corporate Sale & Operations , Project Management , Customer Services , Process Enhancement / Analytical, Negotiation, Relationship Management ,Business Development ,Developing New Set-Ups and Team Management and development.
* Proficient in implementation of marketing and sales promotion plans for new business generation.
* Extensive experience in exploring and developing new clients, accelerating growth & achieving desired sales goals.
* Formulation of Standard Operating Procedures for efficient and profitable Operations.
* Gained front line exposure in orienting customer service, satisfaction, maintaining service standards.
* Keen customer centric orientation with excellent communication skills & ability to interact effectively at all levels.
* Expertise in delivering exceptional quality service ensuring targets achievement with strong background in systems, processes, man management, customer services & operational policies for business excellence.
* Diversified experience in business support, operations management, performance reporting, building client relations, transition and training. Also in merchandising, buying and planning.
* Well versed in managing and motivating teams for running successful sales /operations to achieve targets.
* Specialize in process streamlining for 0% error in process flow – new and existing.
* Online marketing, SEO process and Ecommerce.

Core Competencies / Skill

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| --- | --- |
| **Key Strengths**   * New-Setups/Expansions * Planning & Management * Customer Acquisition * Business Operations * Maximizer * Implementer * Team Player * Team Building * Data Analysis | **Professional Advantages**   * Committed to responsibilities * Cross-team and cross-country collaboration * Ability to manage change * Coachable and flexible to be part of new initiatives * Open minded to learn & share * Self motivated and self-propelled * Able to work under pressure * Resourceful * Do not compromise with Health & Hygiene |

Carrier Graph

since May 2019 till date

**Agency Development Manager**

***Role &Responsibilities:***

* Develop Agency model, **recruiting Financial Consultant leader and Finical Adviser.**
* Searching new business venues / co-partners & maintaining details and customers data base.
* Effectively manage Leader & Adviser turnover. Provide a **positive working environment** and handle their issues appropriately in timely manner & ensuring perfect business operations.
* **Arranging & Support team in marketing activity** and exhibitions as per requirement.
* Play an integral role in **new business pitches** and hold responsibility for the effective on-boarding of new Leader / Adviser /Clients.
* Effectively manage and Co-ordination with team. Providing **Training** & ensuring maximum income generation operations and contest qualification.

***Accomplishment:***

* Employ of the month December 2019 and January 2020.
* Reinstate and running successfully two shutdown broker sales unit from 6 Months.

Edelweiss Tokio Life Insurance company Limited since July 2018 till March 2019

**Development Manager**

***Role &Responsibilities:***

* Develop Agency model, **recruit new finical adviser** to maximise income generation.
* Undertake research to identify **opportunities and threats** in the market place.
* Searching new business venues / co-partners & maintaining details and customers data base.
* Effectively manage and Co-ordination with existing team. Provide a **positive working environment** and handle employee issues appropriately & in timely manner.

AVA Merchandising Pvt. Ltd. since November 2006 till August 2015.

Growth Path: Nov'06-Sep'07 Customer Care Executive (Sales)

Oct'07-Oct'08 Contact Associate (Sales & Customer Support)

Nov'08-Sep'10 Team Leader (Sales & Product Support)

Oct'10-May'11 Team Leader (Customer case & Escalation)

June'11-Nov'12 Assistant Manager- Sales & Customer Care

Dec'12-Mar'13 Assistant Manager- Business Processes & New Initiatives

**Apr'13-Aug'15 Assistant Manager-Sales & Operations**

**Assistant Manager Sales & Operation**

***Role &Responsibilities:***

* Managing, Co-ordination with all over India **34 branches (Domestic Airport)** & **18 Outlet in Delhi Metro** for **Sales/Retail operations within the allocated budgets** and resources.
* Liasioning with Govt. Authorities. (AAI,DMRC,Air India, Indian Railways…).
* Working on leads to **grow new business** through **calls & face to face appointments** with companies/clients.
* **SWOT Analysis OPPORTUNITY,** Keep **abreast of competitor activity**.
* Play an integral role in **new business pitches** and hold responsibility for the effective on-boarding of new clients Responsible for the development and achievement of sales through the direct sales channel.
* Planning and conceptualization of **innovative ideas** / ways in order to promote brand. **Cracking corporate deals** with big corporate houses. Searching new vendors & maintaining vendor’s details.
* Ensure interior and exterior of store is maintained to company standards and the merchandise is stocked attractively, in co-ordination with Regional Managers , fabricators and Marketing person.
* **Arranging & Support marketing team** with marketing activities and exhibitions as per requirement.
* Provide valuable insight about product performance and **customer feedback** to other related teams.
* Administering the activities of working at various **multi brand counters, training & development**, job briefing, **daily/ weekly Sales & Stock tracking and reordering**.
* **In times of disputes, stepping in and solving the problem** (Airport, Indian Rail, Delhi Metro Authority etc)
* Prepare Base/Store and Regional performance reports & calculation of sales incentives. MIS processing as per customer and/or management requirement and submission accordingly to customer and/or management.
* Helping team to achieve effective SLA (service-level agreement).

***Accomplishment:***

* Increase in Business turnover from 3.8cr to 4.5cr per month.
* Setup of new outlet at Amritsar, Chandigarh, Indore, Imphal, and Jaipur airports. 10 outlet in Delhi metro.
* Successfully converted new/existing Negative stores to 5% Positive.
* Successfully launch of new business incentive with Air India, Jet Airways, IRCTC and Delhi Metro (DMRC).

Academia

**Educational Qualification**

* MBA from Sikkim Manipal University (Sales & Marketing).
* Graduate in Arts from Delhi University.

**Technical Qualification**

* One year program on Advance Diploma Information Tec from CMC Ltd.
* “O” Level –DOEACC through Electronic Research & Development Cooperation of India.

Personal Details

Languages Known: -English, Hindi & Punjabi. Preferred Industry: - Sale, Operations and Customer Service

Gender : -Male Hobbies :-Traveling, Cooking & Volunteer Social Work/Causes.

Date of birth : -03rd March 1984

Harmeet