**ARJUN**

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***Sales & Marketing Customer Relationship Management Operations Management***

***Career Abstract***

* A dynamic professional with **16 years** of rich experience in Customer Relationship Management, Operations Management & Team Management.
* Sound understanding of the principles of Customer Relationship Management/Customer Value Management.
* Holds the distinction of leading & managing the operations and contributing to higher rate of organic growth.
* Adept in driving customer level profitability by providing customer satisfaction data to support management decision-making.
* Displayed proficiency in implementing innovative customer service strategies & processes for TAT / SLA’s across departments with the view to escalate customer satisfaction.
* An effective communicator with excellent relationship building and interpersonal skills backed by strong analytical, problem solving and organizational abilities.

***Core Competencies***

**PROCESS / OPERATIONS MANAGEMENT**

* Presenting various monthly MIS reports pertaining to process / productivity to the higher management and at times to the clientele also.
* Mapping business requirements and coordinating in developing and implementing processes in line with the pre-set guidelines.
* Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.

**SALES & MARKETING**

* Planning and carrying out direct marketing activities (principally direct mail) to agreed budgets, sales volumes, values, product mix and timescales.
* Maintaining and developing existing and new customers through planned individual account support, and liaising with internal order-processing staff.
* Carrying out market research, competitor and customer surveys; managing the external marketing agency activities of telemarketing and research.

**CUSTOMER RELATIONSHIP MANAGEMENT**

* Mapping client’s, identifying improvement areas & implementing measures to maximize satisfaction levels.
* Serving as an end point of contact for the customer escalations; ensuring continuous interaction with the customer to make sure that areas of concern are addressed promptly for improved preset service levels.
* Setting in-house quality standards for various operational areas, ensuring a high-quality customer experience while adhering to the SLAs for their services.

**TEAM MANAGEMENT**

* Managing team functions such as manpower planning, recruitment & selection, induction, performance appraisal, training & development, etc.
* Leading, mentoring & monitoring the performance of team members to ensure efficiency in process operations and meeting of targets.
* Coordinating regular training calendars in conjunction with the training team to up skill process and behavioural requirements.

***Occupational*** ***Contour***

***August’12 – Till date with Parekh Real Estate, Mumbai as Sales & Leasing Executive***

**Responsibilities:**

* Assisting agents and brokers with sales procedures
* Preparing and Interpreting legal documents including listings and sales contracts
* Delivering and picking up financial and title documents
* Attending closings
* Carrying out telephone marketing
* General administration duties

**Achievements**

* Created a more efficient filing system for the office, reducing administration duties and agent office time
* Helped raise 2012 sales figures by 10%
* Reduced errors in legal documents by 20%

***March’10 – July’12 with Ecoscape Consultants, Dubai & Al-Ain as an Operations & Admin Manager***

* Collate accurate client documentation associated with the  respective processes
* To complete work within specified turnaround times.
* Have working knowledge of the core product principles and regulations that govern the products
* Ensure that all statutory and company regulations are followed while processing work to protect clients and business interests of the company
* Contribute to the development of a supported and flexible working environment ensuring business needs are met at all times.
* Understand and contribute to the achievement of individual and departmental Key Performance Indicators and Service Levels Agreements
* Displaying professional communication skills at all levels within and with external customers
* Maintain and prepare relevant record / logs / timesheet as required by management and for MIS purposes

***April’08 – Feb’10 with Ultimate Real Estate, Dubai as Sales & Leasing Executive***

* Accompanied buyers during visits to the site, advising them on the suitability and value of the property they are investing or renting into.
* Advised clients on market conditions, prices, mortgages, and related matters.
* Compared a property with similar properties to determine its competitive market price.
* Reviewed the plans with clients, recommending available options and features.
* Prepared documents such as Booking forms and client registration forms, rental contracts.
* Visited developer projects and offices and activated relationships with them.
* Developed a network of agents / brokers, mortgage lenders, or any one to whom clients are referred.
* Led the maintenance work like painting, MEP, etc. required in the unit.

***Dec’05 – Feb’08 with Emirates Bank, Dubai as an Assistant Team Leader***

* Activated relationships through cold calls, tele-calls, referrals and branches for business.
* Achieved the monthly targets on disbursals and identified newer opportunities covering companies and existing database of key employers where there is a good potential for the bank to penetrate.
* Provide regular market feedback as well as inputs for formulations of Sales strategy.
* Rendered regular market feedback as well as inputs for formulations of Sales strategy.
* Maintained cordial relationship amongst team members and introduced new ideas of sourcing & share within the team.

***The Attainments:***

* Successfully achieved the monthly targets on disbursals.
* Recognised as the Key Performer in the entire bank for the month of February, 06 and May, 06.

***Jul’98 – Mar’05 with JIK Industries, Mumbai as Sales Executive***

* Sold lighting & FMCG products to various dealers appointed by the company.
* Maintained relations with dealers to ensure continuous sale of goods and appointed new dealers after surveying them and keep an eye on their stocks.
* Managed complaints and rectified it to reduce the sales return goods.
* Assisted the distribution manager in disseminating the GE lighting & Warner Lambert products in the entire South Bombay.
* Managed the properties located within & outside the city; collected the rents from tenants, paying the electricity & telephone bills, repairs & maintenance.

***Commenced Career***

* Apr’94 – Jun’98 with Vriksha Investments (Morarji Chemicals sister concern), Mumbai as Office Administrator

***Academia***

* B.A. (Hons.) from Bhavnagar University, Gujarat in 1994.

***Other Courses***

* Certificate Course in Institutional Selling from Global Training Centre, Dubai in 2006
* Diploma in Investment and Market Studies from K.C College of Management Studies, Mumbai in 1998.
* Diploma in Computer Operating from D.R. Shah, Mumbai.

***Personal Vitae***

**Languages Known:** English, Hindi Gujarati & Marathi

**Driving License: Valid UAE Driving license**

**Nationality:** Indian

**Gender: Male**

**Marital Status:** Married

**Hobbies:** Reading, Music, Yoga

***Strengths***

Self motivated

Will to learn

Keen desire to excel

Proactive in all circumstances

Ability to work under pressure