**CURRICULUM VITAE**

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| |  | | --- | | **RAKESH** |  |  |  |  | | --- | --- | --- | | **PERSONAL INFORMATION** | | | |  |  |  | | Nationality | : | Indian | | Gender | : | Male | | Status | : | Married | | Languages | : | English,Hindi, Malayalam,Taml. |  |  | | --- | | **EDUCATIONAL CREDENTIALS** | | **POST GRADUATION**  MBA (2010 - 2012)   * ANNA University, Chennai, Tamil Nadu, India. | |  | | **GRADUATION**  B.Sc – Maths (2003 – 2006 )   * Kerala University, Kerala, India. | | **CERTIFICATION**  Diploma in Aviation hospitality and Travel Management.   * Frank Finn Institute of Air Hostess Training,   Trivandrum, Kerala ,India. | | |  | | --- | | **OBJECTIVE** | | I aspire to associate myself with your esteemed organization in a pursuit to learn, as well as contribute to the best of my ability, knowledge and skill. I strongly believe that on providing an opportunity, I will be able to manage entrusted responsibilities benefiting your organization. | |
| |  | | --- | | **PROFESSIONAL ABRIDGEMENT** | | * 5 plus years of rich and extensive experience in Administration, Marketing, facility & Office Management. * Currently working in Aster Specialty Medical Center (Group of D.M Healthcare) as Floor Manager. * Exemplary relationship management, communication skills with the ability to network with Team members, vendors, consultants, contractors with consummate ease * Experienced in business planning & operations with success in improving business performance and profitability. * Successfully worked in cross-functional teams with senior level executives in marketing, sales, and product management. | |
| |  |  | | --- | --- | | **AREAS OF EXPERTISE** | | | * Office Management | * Channel Management | | * Brand Management | * Business Development | | * Asset Management | * Team Management | | * Sales & Marketing | * Client Relationship Management | |
| |  | | --- | | **SOFT SKILLS** | | * Dedicated and determined towards work. * Result Oriented * Can work efficiently as a part of a team and as an individual too. * Self-motivated and able to cope with pressure. * Very enthusiastic about learning new processes. * Takes responsibility without hesitation. * Willingness to learn, bound to complete work in stipulated time, ability to plan own work, flexibility/adaptability. * Good communication and interpersonal skills. * Good team player. | |
| |  |  |  | | --- | --- | --- | | **IT SKILLS** | | | | Operating Systems | : | Windows XP/ Windows 7 | | Packages | : | MS Word, Excel, Power point, Outlook, Visual Studio, …etc | |  |  |  | |

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| |  | | --- | | **PROFICIENCY FORTE** | | * **Customer Relationship Management:** Maintaining cordial relations with customers to sustain the profitability of the business. Maximizing customer satisfaction level by on time delivery, monitoring customer complaints, providing efficient services. Handling customer grievances and resolving their issues for customer retention. | | * **Sales & Marketing:** Handling marketing and sales operations for achieving increased growth & profitability. Identifying new streams for revenue growth & developing plans to build consumer preference. Using sales forecasting to ensure sale & profitability of products; analyzing business developments & market trends. | | * **Business Development:** Identifying prospective clients, generating business from new accounts & developing them to achieve consistent profitability. Initiating contact with potential customers for developing leads, sales & cross selling products. Building and maintaining healthy business relations with major clientele, ensuring maximum customer satisfaction by achieving performance parameters delivery & quality norms. Organizing various promotional activities for business expansion. | | * **Team Management:** Imparting /organizing training programs for achieving pre planned business targets. Leading, training & monitoring the performance of team members to ensure efficiency in sales operations and meeting of individual & group targets. | | * **Channel Management:** Identifying and networking with financially strong and reliable agents/dealers/ distributors resulting in deeper market penetration and improved market share. Developing and appointing new channel partners to expand product reach in the market and coordinating with the partners to assist them to promote the product. | | * **Office Management:** To coordinate Meetings, Trainings & Entertainment programs. Clearance of all the legal formalities related to office .Preparing and monitoring MIS reports .co-ordination with various processes for operations and billing. Handling the renovation and modification of office infrastructure. | | * **Asset Management:** Preparation of P.O for assets and maintaining data of company assets .Ensure all equipments covered under Annual Maintenance Contracts and timely renewal of the same. To take ownership of Complete Asset of the circle and responsible for the maintenance of the same. Responsible for issuing new asset at the time of Employee joining and asset clearance during employee resignation. Responsible for company asset disposal or scrap (if required) as per the company policy and returning the asset to warehouse after the completion of asset depreciation value. | | * **Brand Management:** Devising & implementing marketing plans & activities for successful launching of new products. Providing direction to execute promotions/launches in sync with local characteristics. Preparing marketing collaterals for the branding of the new product & prepare plan, budget and executing the launch of the products. Ensuring maximum brand visibility and capture optimum market shares through proper distribution. Managing corporate communication, brand image building & product awareness campaigns. | |

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| |  | | --- | | **WORK EXPERIENCE** | | **ASTER DM Health Care (FEB 2015 – NOW) - Floor Manager** | | **Company Profile**   * Aster DM Healthcare was established in the year of 1987 in Dubai. Since then, Aster DM Healthcare has grown substantially with its own branch offices across the country. Aster DM Healthcare currently operates Hospitals,, Diagnostics centers, Medical centers, and Pharmacies in the Middle East and in India.   **Major Responsibilities**   * Manage customer relationships through effective resolution of their complaints. * Responsible for handling a team of public relation executives, Insurance dept and Nursing dept. * Handle the technical issues in the clinic and resolve them. * Verification of Bills and timely payment to the Vendors. * Preparing and monitoring MIS reports. * Preparation of P.O for assets and maintaining data of company assets. * Responsible for planning the seat requirement and arrangement for the employees and proper allocation of the same. * Document control of Imported and dispatched materials and stores. * To follow up and collect payments from the customer * To Check and Approve the travelling & other claims of Employees * Selection of Vendors as per company policy & process for supplying various products & services. * To finalize the contract with Vendors & Timely renewal of Contract. | |
| |  | | --- | | **Conscient Technologies (Feb 2012 – Feb 2015) - Asst.HR Manager** | | **Company Profile**   * Conscient Technologies is backed by years of professional experience. Our company was established to serve both B2C and B2B companies. We have clients all over the world and in different industries starting from manufacturing, travel, and retail, academic, medical, real estate, and government institutions. We work with sheer determination and commitment to gain the trust of our esteemed clientele. We are one of the leading digital offering all round services including website development, website application development, web hosting, mobile apps, hardware and networking, ERP solution, logo design, security system, social media marketing, software development, search engine optimization and much more.   **Major Responsibilities**   * Lead through example with consistent work ethic, attitude, and professionalism, ensuring high-quality customer service, and the development of critical functional business relationships. * Clearance of all the legal formalities related to office. * Assessing market, current trends in market, finding competitors, also giving suggestions for product improvement. * Co-ordination of activities of different sites and maintaining the data of daily activities of Engineers & Technicians at site. * Expertise in the areas of Staffing, Recruiting, Sourcing, Head Hunting, Team Handling, Reporting, Sourcing, Interviewing, Campus Recruitment. * Maintaining basic accounts, book keeping. * Prepared and analyzed financial statements. * Address key client queries and resolve them in an expedited manner, promoting sustained revenue growth through client retention, referral generation, and the leveraging of cross-sales opportunities * Maintain a strong working knowledge of products/services and respective marketplaces, competitor strategies, product growth, general economic conditions, and other relevant information * Act as a liaison between clients, vendors, sales and support staff, and other management partners to facilitate information flow and drive operational efficiency. * Understanding and assessing client requirements, sharing proposal and presentation with clients and customizing solutions. * Developing relationship with organizations to cooperate with us for selling our products & services. * Responsible for follow-up on existing quotes. * Responsible for handling a team of sales executives. * Built and maintained the relationships with the dealers and self employed persons. * Handle the technical queries and complaints of the dealers and resolve them. |  |  |  |  | | --- | --- | --- | | **Declaration** | | | | I do hereby declare that all the information given above is true to the best of my knowledge and belief. | | | | Dubai  09-07-17 |  | Rakesh | |