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|  | Aseem  **Senior Sales & Operations Professional** with skills in closing high value deals & tracking market/ competitor trends to understand the fast changing customers’ expectations | |
| aseem.378860@2freemail.com C/o- +971505891826 | | |
| Key Skills   |  | | --- | | Sales & Sales Management | |  | | Business Development | |  | | Operations Management | |  | | Marketing Management | |  | | Customer Relationship Mgmt | |  | | Training & Development | |  | | Team Building & Leadership | |  | |  | |  | |  | |  | | | knowledge24x24iconsProfile Summary |
| * Competent and result oriented professional with 16+years of qualitative and comprehensive experience in **Sales**, **Marketing, Digital Marketing, Training, Recruitment** and **Customer Support Functions**. * A **strategist & an implementer** with competency in marketing plan execution and implementation of business strategies for revenue generation & target accomplishment * Possess exceptional understanding of organisational behaviour & effective interpersonal & relationship management skills. * Proficient in successfully ramping sales assignments; while working in close coordination with clients and ensuring effective service deliverables. * Skilled in **leading & monitoring teams (team size varying from 10 to 80)** that fosters development & motivates high performance * An expert in **conducting meetings** to evaluate training needs and design / streamline processes for smooth functioning of sales operations * Proficient in brand building, dealing with **major government, corporate accounts** and **HNI clients** with skills in building brand focus in conjunction with operational requirements; utilizing market feedback & personal network for brand visibility and capture optimum market shares |
|  | | edu24x24iconsEducation   * [Accelerated Sales Force Performance](https://www.google.co.in/search?client=firefox-b&q=Accelerated+Sales+Force+Performance&spell=1&sa=X&ved=0ahUKEwjB-Oi4tKXSAhUFOY8KHQjOB7EQBQgYKAA) from **Indian School of Business, Hyderabad**: 2014 * 2001: PGDBM from IIPM, New Delhi * 1999: B.Sc. from Maharishi Dayanand University, Haryana |
| career24x24iconsCareer Timeline | | |
| Work Experience | | **Dec’17-Presently Working with DAMAC Properties., Dubai as Manager - Sales**  **Role:**   * Leading a team of SRM & RMs for achievement of Sales target * Responsible for Sales of luxury residential projects across UAE * Maintaining relationship with channel partners and driving business through them * Build & manage sales teams to deliver high performance by segment penetration & pre-sales study * Keeping a close track of digital leads and closing the deals through team * Monitoring, coaching and motivating the team to achieve the desired results * Design, implement and facilitate quarterly, bi-annual and annual marketing and sales plan for the organization * Review operational records and reports to project sales and improve profitability and staff performance. * Liaison with different departments for overall smooth functioning * Driving after Sales services through the team for C-Sat   **May 17 – July 2017 Shree Balaji Group Gujarat as AVP – Sales**  **Role:**   * Heading overall Sales & Marketing for 7 luxury & ultra luxury projects in Ahmedabad & Mehsana. * Heading a team of 28 Managers, AGMs and GMs. * Working closely with the channel partners & brokers to promote business * Building & maintaining relationships with HNI & influential clients to generate business through references * Developing techniques to reach sales target basis changes within the media & marketplace * Designing effective monthly/quarterly & annual sales & marketing plans for target achievement * Analyzing & developing MIS, monthly reports, sales statistics & other documents for decision making and insight of current business performance   **Sept’10 – May’17 with Ashiana Housing Ltd., New Delhi as Assistant General Manager - Sales**  **Role:**   * Providing solutions for problems of sales team * Working closely with Marketing, Architecture, Customer Service & Engineering Departments * Piloting measures and enhanced sales & product knowledge on senior living sales and closing techniques * Developing techniques to reach sales target basis changes within the media marketplace * Evaluating business potential, conceptualizing & forecasting monthly/annual sales targets and achieving targets * Liaison with cross-functional staff for managing advertisement campaigns * Identifying property listed & promoting through advertising online & newspaper advertising   **Jan’08-Aug’10 with Sky Financial Services, Bhiwani as Sales Manager**  **Role:**   * Spearheaded a team of 28 Sales Executives & 5 Analysts * Responsible for Sales of Financial products (Insurance, Mutual funds etc) * Evaluated the training needs, designed modules and organized trainings for meeting operational needs * Provided all information to the customers and coordinated with various departments for smooth running of operations.   **Oct’05-Dec’07 with AOL LLC, Bangalore as Team Manager**  **Role:**   * Driving performance to achieve Operational Excellence through TLs & SMEs by inculcating the right behavior & learning. * Responsible for a team of 61 consultants 3 Coaches (Team Leaders) & 5 Asst. Coaches (SME). * Interact with other functional units like HR, payroll, finance etc. to facilitate smooth discharge of duties by the FLAs (Front Line Associates). * Drive performance to achieve goals based on Client specified SLAs. * Relaying customer feedback and recommend enhancements to the management.   **Nov’02-Oct’05 with ICICI Onesource, Bangalore as Process Leader**  **Role:**   * Preparation of daily and weekly management information and performance statistics so the team’s performance is tracked on a regular basis. * Handling escalated calls or scenarios where customers demand elaborate explanations of Legal terms. * Monitoring live and recorded calls and giving feedbacks so as to improve the call quality. * Responsible for developing the skills of the new consultants in maintaining the perfect call flow standards and to provide effective feedback to improve the skills in providing effective customer service. |
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| Projects & Trainings  IT SKILLS  Personal Details | | * 7 Days Leadership Program from IBS, Hyderabad * Headed COPC certification program for AOL * Part of Green Belt Project with AOL on finding relationship between AHT and other metrics like CSAT & tenure * Headed Yellow Belt Project for the process on reducing the AHT * Assisted an In-house 3 days Program on ‘Train to Retain’ * Advanced Training for Team Leader * People Skills Training * Leadership Skills Training * Train to Retain Program * I - One Star Training * LTAW (Leading The AOL Way) * Microsoft Office and Internet Applications   **Date of Birth:** 10th July 1978  **Languages Known:** English, Hindi |