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 **JOSEPH**

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**PROFILE SUMMARY**

Dynamic and results-focused professional with solid years of leadership experience in deploying new business models, expanding channels, advertising campaigns, formulating effective go-to-market strategies and driving market awareness, with attention to budget, time frames, and quality service. Intuitive and seasoned business development leader, offering well-rounded knowledge and experience in optimizing sales and marketing of diverse products. Skilled in strategic market positioning coupled with documented success in exceeding sales and business development strategies. Hardworking self-starter with proven ability to build effective and lasting collaborative business relationships, identify potential key clients and close new deals. A creative and inventive thinker, who craves a challenge and who is not afraid to work outside the comfort zone. A motivated team player who consistently aims to push revenue expectations and exceed goals. A collaborative leader, team-builder, and advocate of accountability and empowerment with proven success in developing business to exceed corporate growth and profitability objectives. Committed to quality and excellence.

**CORE COMPETENCIES**

* Report Generation
* Motivation
* Operational Leadership
* Business Development
* P&L Management
* Staff Training & Development
* Strategic Business Planning
* Public Relations
* Sales and Marketing
* Problem Solving
* Revenue Generation
* Complaint handling
* Cost Control
* Lead Generation
* Team Collaboration
* New Customer Acquisition
* Promotions & Up-selling
* Building relationships
* Strategic Alliance/ Partners
* Customer Service
* Communication
* Decision Making
* Organization
* Analytical Ability

**PROFESSIONAL SKILLS**

* Outstanding analytical, problem‐solving, and troubleshooting ability.
* Committed to professional development, willing and able to complete special training as required.
* Excellent communication, writing, managerial and project management skills.
* Proven ability to assess client needs; establish rapport, build trust, and close deals.
* Computer proficiency MS Office, Power Point, Excel, Photoshop and Internet Usage.
* Strong ability to define and lead strategic team re-organizations to adapt to changing market conditions proactively.
* Adept at leading and setting initiatives as well as in identifying goals and requirements to develop innovative systems and procedures to optimize delivery of customer service and expand profit.
* Highly qualified with exceptional verbal/written communication and strong leadership skills to resolve problems and provide superior customer service effectively.
* Demonstrated advanced expertise in identifying and capitalizing on new growth opportunities through market analysis, product development expertise, and keen business instincts.
* Strong motivator/team player with effective and excellent planning, organizational, and negotiation strengths as well as the ability to lead, reach consensus, establish goals, and attain results.
* Interest in listening to music, surfing internet, playing football and playing Chess.

**EDUCATION**

**PGDM SYMBIOSIS 2016 - 2018**

* 63%

**BBA ELIIM 2011**

* 60 %

**12th INDIAN SCHOOL MUSCAT 2007**

* 70 %

**PROFESSIONAL EXPERIENCES**

**Marketing Manager**

 **Aug 2017 – June 2019**

Cloud Asia Entertainment is an Events Management Firm located in Bangalore and has been functioning in the market for the last 5 years.

* My primary role and responsibility is to acquire more business for the firm.
* Use existing resources in establishing new relationships and also maintain existing relationship with clients
* Establish and run social media campaigns to create brand awareness and acquire new clients.
* Co-ordinate with clients and assist in fulfilling their requirements by adhering to pre-set rules.
* Finalize deals and execute them on timely basis
* Help create channels for our customers to reach us and increase revenue of the firm.
* Visit clients, setup meetings and finalize deals.
* Pass Information from marketing department to Logistics department for executing tasks of finalized works.
* Bring feedbacks in regards to performance of the previously completed tasks to improve the efficiency and functioning of work force and improve overall operational framework.
* Understand and analyze existing marketing opportunities to finish more deals and acquire new business.
* Give suggestions for prioritizing available resources for task completion.
* Co-ordinate between departments to improve work place efficiency.

**ACHIVEMENTS:**

* Helped in setting up 2 marathons in Bangalore. First marathon was conducted in Jan 2018, name Run For Senior Citizens, Second Marathon was conducted in August 2018, named Run for Pride.
* Played a pivotal role in establishing new client relationship for the firm.

 **Team Leader (Department In charge) Apr 2014 – Aug 2017**

**Muscat, Oman**

AXA is a Multi-national Insurance firm, providing various types of insurance and financial services. It’s currently the largest insurance provider in the world.

* Process payments pertaining to Medical, Workshop, Towing & rental bills.
* Process bills required coordinating between clients and regional office and assisting in settling disputes and coming to an agreement between clients and organization.
* Assist with front office in registering claims when there was a high inflow of customers.
* Work with Clientele named National Bank of Oman on behalf of AXA.
* Generate revenue, assist clients as per their insurance requirements and coordinate between Bank and AXA to fulfill business requirements.
* Primarily sold policies of Life, Home and Property & Car Insurance.
* During the tenure of Business Development Executive, consistently achieved monthly business targets and Customer Satisfaction Index.
* Assist HSBC bank staff with Under Construction & Fully constructed property risk.
* Help with settling of claims and disputes.

**ACHIVEMENTS**:

* Promoted to the position of Team Leader/Department In-charge in August 2016
* In the month of Jan 2016, was also made responsible for the portfolio of HSBC Bank.
* Internally promoted to the position of Business Development Executive in the month of May 2015.

**Unit In charge (Customer Service) Oct 2012 – Feb 2014**

**Muscat, Oman**

FPIS is an insurance brokers that mainly deals with Life, Car, Home and Business Insurance.

* Established new insurance business and servicing clients by determining their insurance needs, delivering timely service, advice and professional counsel to the customers to ensure smooth workflow.
* Spearheaded the whole gamut of unit activities pertaining to cheque generation, records maintenance, branch handling and fleet insurance in accordance with organizational policies and procedures.
* Interacted with policyholders for explaining features, advantages/disadvantages of various insurance policies, promoting sale of insurance plans, analyzing insurance programs and suggesting appropriate amendments to ascertain further growth.
* Projected a highly professional and customer friendly facade to clients, forging long term business relationships as a key impetus to expansion and growth.
* Influential in modifying, updating and processing the existing policies and claims to reflect any change in beneficiary, amount of coverage, or type of insurance.
* Provided expertise and customer service support, promoting positive attitude, ensuring overall company policies, priorities, perspectives and philosophy are adhered to.
* Gathered and summarized data for reports and correspondence, thereby preparing various reports including monthly reports, statistical reports to provide quick and accurate business overview.

**Technical Support Engineer Jun 2011 - Aug 2012**

**Bangalore, India**

* Rendered troubleshooting solutions and technical support to inquiries/ problems related to software, hardware and network operations to ensure smooth functioning in an efficient and effective manner.
* Developed and provided customized client server software and service packs in alignment with client needs.
* Resolved critical service issues faced by end users by providing corrective solution pertaining to PC hardware and Software solutions.
* Provided assistance to the users with regards to VPN login and RSA token error resolution in a timely manner in alignment with the organizational goals.
* Planned directed and initiated modification or replacement of PC accessories which fails to meet acceptable operating standards and implemented servicing strategy to assure optimal service levels.
* Facilitate timely order placement to ensure smooth functioning of the organization in an efficient and effective manner.
* Assumed responsibility for regularly creating reports for team, thus ensuring that tasks are executed in accordance with set procedures.
* Ensured procedural adherence. Resolved technical difficulties by identifying areas of obstruction and provided effective solutions.

**ACHIVEMENTS:**

* Received the best employee metrics for the month of September 2011 in IBM and hence was promoted to the position of Senior Technical Support within 10 months of service along with performance bonus and increment in salary.
* Instrumental in successfully handling both AT&T and NAB processes for the company, AT&T process was basically managing issues associated with PC & VPN server for AT&T employees from U.S, Middle-East and East Asia, whereas, NAB was a process mainly engaged in providing Semi-technical Assistance for National Australian Bank employees across Australia.
* Played a fundamental role in providing floor support for 153 agents to enhance better workflow.

**Customer Support Executive Feb 2010 - Mar 2011**

**Accenture Insurance, Bangalore, India**

* Assisted customers choose the right insurance plan, maintained customer handling and satisfaction as the core focus area and ensured attractive bottom line for the branch.
* Created and developed new business clients and sustained existing customer base, thereby provided professional and courteous service for all policyholders.
* Attended to customer queries pertaining to policy renewals and also kept them abreast of latest insurance policies/ programs. Coordinated with claims department for efficient execution of claim procedures.
* Formulated and executed discount rates on policy renewal and purchases, thus developed sales strategies to accommodate goals of organization.
* Targeted potential clients, expanded current accounts, developed insurance policy strategies, negotiated and closed revenue-generating relationships with leading prospects for enhancing profits and market share growth.

**ACHIVEMENTS:**

* Actively involved with process named Morethan, which was primarily into Insurance of Motor, Home and Pets for UK based clientele.
* Efficiently achieved appreciation from the clients for 100% customer satisfaction for the month of September, October and December 2010 respectively and bestowed with the highest efficiency award on communication and target completion.

**LANGUAGES:**

* English
* Kannada
* Tamil
* Hindi
* Arabic