**Harry**

Business Development | Negotiation | Market Research | Customer Service

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**SUMMARY**

A motivated and driven professional who believes in continuous learning and improvement. With more than one year of experience, he has led teams to achieve great levels of efficiency. A natural leader with proven managerial and analytical skills. Always on the lookout for innovative solutions that can drive sales and increase customer satisfaction. Proficiently skilled at Problem solving, Customer service, communication, teamwork and time management.

**CORE SKILLS**

Business Development | Negotiation | Market Research | Analysis and Planning | Client Relations | Vendor Relations | Risk Management | Sales | Performance Management | Market and Trend Analysis | Mckinsey 7S | MS Office

**CRITICAL AREAS OF FOCUS**

Process Optimization

* Analyze and measure the effectiveness of existing business continuity processes.
* Review and implement business process, workflow, and system improvements related to findings of internal and external auditors.
* Assess process improvement to ensure that internal and external vendors are adhering to all adequate operations standards
* Analyze environmental and equipment configurations for compliance to corporate policies and recommend enhancements to disaster avoidance and business continuity capabilities.
* Provide education to internal departments related to process enhancements.
* Monitor outsourced services which relate to contract deliverables.
* Act as a liaison between internal or external business customers and technical staff.
* Ensure IT solutions delivered and maintained meet all internal and external regulations
* Assist in creating responses to any internal or external audits and work with the appropriate parties to resolve any adverse audit findings.
* Participate projects to help ensure the quality of the deliverables while minimizing end-user impact and costs.

Strategic Planning

* Leverage problem solving skills and frameworks to develop solutions to client business problems
* Conduct market research and desk research to derive insights and inform client decision making
* Work with project leadership to define project scope and develop various approach
* Lead project execution by ensuring progress, organizing project data and coordinating team meetings
* Conduct issue analysis and develop hypotheses on the key client issues
* Design and execute qualitative and quantitative analyses to test and analyze hypotheses
* Synthesize findings, develop recommendations and communicate results to clients and internal teams
* Provide thoughtful leadership and innovation within projects and practice areas

Business Development

* Lead key analysis and evaluation on a variety of strategic projects across the growth, cost savings, and productivity improvement initiatives.
* Build detailed financial models to evaluate various business initiatives and combinations.
* Create high quality presentations detailing strategic initiatives and financial rationale.
* Work with business leaders to develop and critically evaluate the underlying assumptions used to outline valuations and benefits of strategies targeted.
* Participate in the activities of a multi-function team to conduct due diligence, conclude findings and incorporate impact on valuation, purchase terms and integration.
* Assist in project management and integration of strategic initiatives by organizing and leading the review of status reports relative to goal for timeliness and cost.
* Lead on-going evaluation and reporting on performance of capital deployed relative to the assumptions or budgets used to justify purchases.

Customer Relations

* Attract interests of potential customers by establishing quick relationships
* Prospect businesses in target markets
* Identify decision makers and build rapport
* Initiate the sales cycle and guide customers through making purchases
* Expand client customer base while retaining existing customers
* Participate in daily strategy meetings and contribute with effective feedback

**WORK EXPERIENCE**

January 2019 – June 2019 | Business Development Manager |

* Developed and executed business development strategy and implemented marketing plans to achieve agency revenue growth objectives.
* Identified prospective clients within the company’s target verticals and areas of focus by performing market research and analysis of prospective clients.
* Identified opportunities with inbound requests, calls, digital channels, conferences, networking, and cultivating referrals.
* Effectively communicated and responded to customer’s needs by following through on all aspects of client communication, both written and verbal.
* Worked closely with senior leaders to develop proposals and respond to RFPs, outlining marketing strategies, tactics, investment and timing information, and effectively communicated these details to clients.
* Monitored competitive environment for brand positioning improvements and development of new go-to-market opportunities.
* Reviewed and analyzed sales performances against objectives, provides weekly guidance and forecasting analysis to senior leadership.

June 2018 – December 2018 Business Trainee |

* Improved the sales efficiency by implementing Marketing techniques.
* Acquired basic knowledge on various techniques associated with the sales of the firm.
* Used proper strategies to improve the sales within the department.
* Used effective market research to bring in further customers.
* Proposed a new flow chart for finding customers and database management to improve the client interaction.
* Analyzed customer demographic details in addition to forming marketing strategies.

May 2017 – June 2017 | Intern |

* Performed professional duties in support of operations for the functional area assigned
* Supported the supervised front-line business units that are responsible for implementing and adhering to Heightened Standards and operating within risk tolerances.
* Identified risk-related issues in their assigned organization pertaining to compliance and operational risks.
* Executed risk management tasks, projects, and activities which included administering and creating strong action plans and timely mitigation of risk.
* Applied foundational functional knowledge to produce work deliverables in support of departmental initiatives
* Managed limited departmental projects and participated as a project resource on larger initiatives.
* Identified opportunities and facilitated basic improvements to processes and systems
* Assisted with implementation of business solutions to meet business needs.
* Interacted with clients for technical requests to understand requirements and limitations in different phases of project lifecycle to include research, testing and implementation
* Performed routine tasks under direct supervision and within established procedures and guidelines

**ACHIEVEMENTS**

Best Employee | ICICI Prudential

Young Achiever Nominee | ICICI Prudential

**ACADEMICS & TRAININGS**

PGDM in Marketing and Finance | Mats Institute of Management and Entrepreneurship

B.Com Finance | University of Calicut

Workshops Attended

* Advanced computational intelligence systems.
* Route map to the best marketing strategies.
* Big data management conducted by Microsoft awarded experts.

**PERSONAL DETAILS**

Date of Birth: 23rd December 1992

Nationality : Indian

Languages Known: English, Malayalam, Tamil