**Nitin**

#  PROFILE SUMMARY

* A dynamic professional with 8+ years of experience in:

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| --- | --- | --- |
| Operations Management | Customer Servicing | Team Management |
| Real Estate | Quality Assurance | Logistics |
| Sales | Process Excellence | Training & Development |
| Lead Generation |  |  |

#  Presently associated with a Group of Company based in Dubai as Business Development Manager.

* + Visiting potential customer for new business all over UAE.
	+ Maintaining and developing relationships with existing customers in person and via telephone calls/emails.
	+ Cold calling to arrange meetings with potential customers to prospect for new business.
	+ Negotiating on price, cost, delivery and other specifications with buyers/managers.
	+ Reviewing product PTT and positioning with all customers weekly.
	+ Coordinating with warehouse and back office daily regarding sales and deliveries.
	+ Adept in realizing process improvements, applying different tools & techniques in different business processes to enhance productivity & profitability.
	+ Participation in weekly/monthly and festive promotions in order to promote sales. Currently handling customers.
	+ Currently handling customers like EMIRATES CORP,DAY TO DAY,AL MAYA,WEST ZONE FRESH,AL ADIL,GRAND HYPERMARKET,MADHOOR SUPERMARKET,BAQER MOHEBI etc.

#  CORE COMPETENCIES

#  ORGANISATIONAL EXPERIENCE

**March’18 – Sept’18 Nu Future Digital India limited), Ahmedabad as Team Leader, Operation, SSC**

**Key Result Areas**

* Drive Sales/Up selling in the assigned LoB and increase the revenue (FSC\_Logistics)
* Relationship building
* Quantitative assessment to drive business and efficiencies, through reengineering and process improvements.
* Manage the roster and deliver on the agreed service levels as in the agreement.
* Raise alerts on downtimes or fluctuations
* Analyze various process gaps and raise request for new SOPs to close-loop and identifying improvement opportunities along with the respective Process Head and facilitating
* Internal Stakeholder management and external Stakeholder management
* To improve the operational deliverables of the aligned lobs.
* To ensure 100% adherence to SR and L2 and complaint TAT is driven as per laid down norms Administering the tracking system of goods, inward & outward ledger, etc.
* Identifying scope for implementing & monitoring of changes to enhance productivity
* Facilitating smooth functioning of overall operations, enhance operational efficiency and cost optimization
* Implementing process improvement strategy and ensuring maximum efficiency in various operations
* Executing cost saving techniques/ measures and modifications to achieve substantial reduction in expenditures and work within the budget
* Troubleshooting activities, including regular performance checks of yield fallout to determine & rectify errors
* Undertaking responsibilities of removing unnecessary procedures in process for efficient functioning
* Ensuring uniformity in the process understanding at the organization’s end
* Ensured proper support for existing and new processes. Technical and training issues are answered within TAT
* Tracking performances of the team members and suggesting / highlighting areas of improvements, facilitating & imparting training and monitoring the improvements on a continuous basis
* Maintaining & ensuring stringent adherence to quality standards and identifying gaps & opportunities
* End to end execution of the project. Monitoring the efficiency of the project

# Aug’16 – Jan’18 Pyramid Square Pvt Ltd as Sales Manager

* Responsible for sales of Pyramid Square’s signature project “Simplicity” Mini-township spread across 10 Acers having ticket size from 10 Lakhs to 30 Lakhs.
* Achieving & exceeding monthly sales target.
* Attending walk-in clients at the site office and giving presentation about the project & convincing them for the project to close the deals.
* Handling & closing HNI and NRI Clients.
* Building good rapport with Channel Partners and generating business through them.
* Arranging high tea session with Cp’s team to guide them for generating more business & Understanding the need of CP’s to

bring more potential Walk-ins.

* To take active follow up of the enquiries taken and maintained proper database in CRM and convert them in to actual bookings.
* Attending and arranging corporate and residential events to generate prospective leads.
* Attend exhibitions.
* Follow-ups for collection up to 20% OCR after booking done.
* Keeping good relation with existing client and generate prospective leads from them.
* Co-ordinate with banker to check client’s loan eligibility and follow-up for disbursement

# Nov’15 – Jul’16 Eureka Outsourcing Solutions Pvt Ltd as Assistant Manager

**Key Result Areas**

* Handling team of 6 Team leads and 120 Associates.
* 7 Outbound Process: WINBACK (Retention), WOB (Welcome on board),HD ADD ON (Upselling),FTB (First time biller) and FCC (Field Closure calling).
* Managing Conversion% Target for Retention, FTB and HD ADD ON.
* Maintaining TAT for FCC calling.
* Managing Delta between conversion % on Contacted and Non- Contacted leads.
* Churn pattern and Attempt adherence for all lob’s (Predictive and Preview Dialer).
* Weekly meeting with Operation Manager to discuss the achievements & drawing plan for areas of opportunity by giving the review of the Team Performance.
* Daily dashboard sent to client regarding (Received against Projection, Campaign wise contact% & attempt%, Quality & FE %).
* Continuously reviewing and managing team performance.
* Monitored the daily performances by the executives and assisted them with the grievances they are facing

# Jun’15 – Nov’15 Digicall Pvt Ltd as CS Lead

**Key Result Areas**

* + Handling team of 30 Associates.
* Making Agent performance report on daily basis and sharing the feedback with the agent
* Providing assistance to Process Manager in meeting the process requirements daily & monthly basis.
* Weekly meeting with Operation Manager to discuss the achievements & drawing plan for areas of opportunity by giving the review of the Team Performance.
* Daily barging of Agents calls to ensure quality adherence, implementing plans to ensure consistency & improve the low

scorers.

* Taking the product shift brief on daily basis.
* Attendance on daily bases.
* Managing Downtime tracker.
* Hourly sms report (Lead Utilization).
* Weekly analysis of contact %.
* Weekly analysis of churn adherence and churn patterns. Daily dashboard sent to client regarding (Received against Projection, Campaign wise contact% & attempt%, Quality & FE %).

# Nov’09- Jan’12 Dish TV India Pvt Ltd (In-house) Noida (Sec-58) As a Team Coach

**Key Result Areas**

* + Main deliverables – Floor Assistance, Hourly/Daily Reports, Roster/Attendance
* Responsible for end to end Customer Inbound experience.
* Assisting floor as and when required.
* Taking escalation calls, delivering excellence.
* Computing hourly service levels report and displaying the same on boards and through sms
* Maintaining Daily attendance.
* Back up for TLs on week off regarding team assistance and downtime.

# March’08-Jan’19 One Touch Solution Pvt Ltd Noida (Process-UK Wireless/UK Mortgage/UK Holiday)

**Key Result Areas**

* + Approaching prospective customers through rigorous dialing and cracking sales.

#  IT SKILLS

* SAP and CRM
* Windows 98, 2000 & XP
* Packages: MS Office-2003, Internet Applications, etc.

#  EDUCATION

2008 B.COM from Lucknow University (India).

#  PERSONAL DETAILS

Date of Birth 05th August, 1987

Languages Known: English, Hindi, Sindhi & Gujarati

Marital Status: Unmarried

Caste: Hindu

Driving License UNDER PROCESS

**CONTACT DETAILS:**

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**Reference** : Mr. Anup P Bhatia, HR Consultant, Gulfjobseeker.com

**YouTube Video CV**

<https://www.youtube.com/channel/UCdsv_v9Czkx2Dc8bW4Bt4wA>

**View My CV on Gulfjobseeker.com CV Database**

<http://www.gulfjobseeker.com/employer/cv_database_highlighted_cv_freetocontact.php>

**Chat with me Live on Zoom**

<https://zoom.us/j/4532401292?pwd=SUlYVEdSeEpGaWN6ZndUaGEzK0FjUT09>