

## **Professional Synopsis:**

- A competent professional with over 15 years of rich experience in Client Relations, Marketing and Management.
- Good planning and managerial skills, Energetic, well organized and Attention to details.
- Ability to work under deadlines with pressure.
- Strong ability to manage multiple tasks efficiently.
- Remarkable communications skills; Customer Satisfaction Enhancement.
- Implement measures to achieve substantial reduction in budgeted cost and maintaining accurate inputs.
- Proactive and team oriented with proven acumen to lead & manage diverse and large teams.
- Skilled in handling operations to provide timely delivery of products / services.
- Experience in developing and managing relationships with government / regulatory authorities for compliance with statutory obligations.

## **Professional Experience:**

➤ **Manager – Exports at S.P.Y. Agro (Nandi Group of Companies) A.P. since Feb 2019.**

### **Job Profile:**

- Market Research and Company establishment in Nepal
- Marketing and Export of Agro products and CPVC pipes to Nepal
- Liaising with the government officials
- Performing Import/ Export procedures
- Conducting research for other market opportunities
- Promotional activities
- Collaborate for tie-ups
- Ensure customer satisfaction with regular follow ups and addresses quickly client problems or issues
- Provide technical support to the customers of the purchase products. Attempt all technical meetings offer by vendors

➤ **Sr. Manager – Events & Sponsorship at TIMES GLOBACOM Pvt. Ltd since Mar 2018 to Oct 2018.**

### **Job Profile:**

- In-charge of Exhibition and Sponsorship sales of Times World Group
- Exhibitors and Vendor Management for Events
- Supervise the Event Sales Team associates in the performance of their duties, including providing training and conducting performance management
- Assist in development of sales collateral material
- Meet and exceed monthly, quarterly and yearly financial goals
- Develop strategic and promotional plan to drive Event
- Rental sales for the venue
- Plan to include strategic initiatives, competitive analysis, insights on new areas of opportunity
- Successfully conducted STEM awards in April'18 and TechnoXian'18 on June 30<sup>th</sup> -1<sup>st</sup> July

➤ **Manager - Stores at UNIVERSAL OPTICAL, Maputo, Mozambique** since Nov 2009 to Sep 2017.

**Job Profile:**

- Created new marketing strategies with the goal of generating new opportunities for sales team
- Promoted and sold vendor products in a manner that positively reflected the company
- Modelled and provided excellent customer service to ensure that member service was maintained at all times
- Performed market research/lead generation using social media and innovative marketing strategies
- Promote teamwork and maintain a high level of customer service standards to guarantee a successful experience
- Identifying areas and setting up customer interactions centers
- Collaterals development, promoting the products and services through online and print media
- Implementing marketing strategy of products for improving sales through product promotion
- Hire, train, schedule and coach all staff. Conducted performance appraisals, HR activities
- Developed innovative training programs for new employees
- Performed internal audits to determine areas where improvements could be made
- Liaison with various government offices
- Overseeing companies managerial and administrative activities.

➤ **Customer Relations Staff at ALD Automotive, New Delhi** since Jan 2009 to Oct 2009.

**Job Profile:**

- Providing quotes & suggesting to customers as per their needs, demands & budget
- Handling customer's enquiries
- Preparations of car leasing documents
- Preparation of monthly installments sheet for car leasing
- Statements generations for companies
- Office management and assisting IT setups
- Organizing workforce recreational and teambuilding activities

➤ **Customer Service Executive at AMERICAN EXPRESS, (Gurgaon) Gurugram** since Aug 2006 to Dec 2008.

**Job Profile:**

- Handling Inbound Calls
- Integrated Customer Support
- Quality Feedback & Updates Management

➤ **Sr. Business Associate at VERTEX, (Gurgaon) Gurugram** since Sep 2003 to Jun 2006.

**Job Profile:**

- Integrated Customer Support, Handling Inbound Calls
- Mentoring Fresher(s) in the Team, Executing Team Building Exercises
- Quality Feedback, Report Generation
- Communication Spock of the team, assisting in maintaining the Floor's Decorum

➤ **Counselor at IIMT, Dehradun** for 6 months. (2003)

**Job Profile:**

- Front Office Management
- Customer Relation
- Documentation, Letter handlings
- Information Dissemination

## **Educational Qualifications:**

Course	Year	School/College	University
PGD in Public Relation	2004-2005	-	Annamalai University
Bachelor of Mass Communication, Public Relation & Management	2000-2003	IIMT, Dehradun	H.N.B. Garhwal University
12 <sup>th</sup>	2000	La-Martinire College, Lucknow	-
10 <sup>th</sup>	1998	AG Church School, Rupaidiha	-

## **Skills:**

- Driven to succeed and excel
- Skilled in building organizations
- Innovative in thought and solutions
- Excellent interpersonal, analytical skills

## **Computer Skills:**

- MS Office word, excel, power point
- Excel base accounting pack
- Familiar with usage of E-mails and internet

## **Achievements:**

- Vice Head Boy of Assemblies of God Church School (1995-1998)
- Sports Man of the Year – 1997-1998
- Captain of the Soccer & Cricket team in school
- Debated for School and College
- Sr. Prefect in La-Martinire College (1999-2000)
- Played district level soccer at Lucknow & Calcutta representing college
- Member of the College Athletic Team at La-Martinire Boys College, Lucknow
- Active Parts in Plays & Dramas in School and College
- Anchored the Adharshila Media Milan, Dehradun
- Volunteered for Cancer Aids Society, Lucknow to generate funds for the needy

## **Languages Proficiency:**

LANGUAGES	READ	WRITE	SPEAK
ENGLIGH	✓	✓	✓
HINDI	✓	✓	✓
NEPALI	✓	~	~
PORTUGESE	~	~	~