

MUKUL SONI



Bahrain



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PROFESSIONAL SUMMARY

Creative Business Development Manager with impressive track record of improving sales and growing company customer base. Innovative program management, strategic planning and team leadership skills. Successful team builder with exceptional communication abilities.

WORK HISTORY

Operations and Business Development Manager, 11/2018 - Current
FMT Ventures WLL, Manama, Kingdom of Bahrain

- Beach activities & facilities management with all safety protocols, situation and crisis handling on holidays and weekends, and implement new activities on holidays to increase foot fall.
- Maintained professional, organized, and safe environment for employees and Visitors.
- Used industry expertise, customer service skills and analytical nature to resolve customer concerns for better customer experience.
- Maintained positive customer relations by addressing problems head-on and implementing successful corrective actions.
- Planned and budgeted accurately to provide business with resources needed to operate smoothly.
- Maximized performance by monitoring daily activities and mentoring team members.
- Cultivated positive rapport with fellow employees to boost company morale and promote employee retention.
- Resolved staff member conflicts, actively listening to concerns and finding appropriate middle ground.
- Formulated policies and procedures to streamline operations.
- Trained and guided team members to maintain high productivity and performance.
- Implemented business strategies, increasing revenue and effectively targeting new markets.
- Scheduled employees for shifts, taking into account customer traffic and employee strengths.
- Provided thoughtful guidance to personnel in navigating and resolving snags in productivity.
- Developed and implemented strategies to increase sales and profitability.
- Responsible in creating revenue from the beach activities and for

SKILLS

- Enterprise Sales
- Quality Control
- Event Planning
- Product and Service Sales
- Staff Management
- Client Relationship-Building
- Sales Leadership
- Training and Development
- Territory Management
- Team Leadership
- Networking Strength
- Coaching and Mentoring
- Issue Resolution
- Operational Efficiency
- Team Recruiting and Onboarding
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daily and monthly reporting to Senior Management with respective P&L Reports, forecasts.

- Organizing Corporate Events management at the beach with team building and group activities to enhance revenue and the Beach.
- Managed close to 15 events on annual basis which were mix of Governmental and Corporate revenue generating events.
- Managed country level events along with the Ministry of Tourism and other state organizations.

Territory Sales Manager, 06/2014 - 10/2018

American Express, Bengaluru, India

- Coached sales associates in product specifications, sales incentives, and selling techniques, significantly increasing customer satisfaction ratings.
- Worked diligently to resolve unique and recurring complaints, promoting loyalty, and enhancing operations.
- Increased division profits with strategic territory expansion and acquisition of new customers via Corporate Activities and Referrals.
- Carefully analyzed data to determine most effective sales strategies.
- Grew businesses by adopting market expansion strategy to serve different customer needs.
- Offered new and existing customers profitable products to maintain strong territory-wide revenue.
- Drove team revenue totals by bringing in top sales numbers.
- Exceeded targets by building, directing, and motivating high-performing sales team.
- Spearheaded efficient resolutions for wide-ranging customer issues to offer outstanding service and maintain high customer satisfaction.

Senior Operations Team Leader, 07/2013 - 03/2014

Arvato, Gurugram, India

- Spearheaded the deployment of the British Airways Outsourced Project for both UK and US regions. Reduced go live time per batch from training room to live operations floor.
- Designed, maintained and monitored KPIs for team performance.
- Introduced upselling techniques within customer service.
- Hiring and management of 85-member team which includes the team members and the Team Leaders.
- Delivered prompt service to prioritize customer needs.
- Enhanced productivity levels by anticipating needs and delivering outstanding support.
- Trained and regularly mentored associates on performance-oriented strategies and customer service techniques.

- Kept accurate records to document customer service actions and discussions.
- Supervised employees and assessed performances to determine training needs and define accurate plans for decreasing process lags.
- Reviewed repeated issues within operations and business management to solve problems and improve company outcomes.
- Took ownership of customer issues and followed problems through to resolution.
- Followed through with client requests to resolve problems.
- Generated customer satisfaction surveys to analyze results into action plans.
- Collaborated with upper management to improve customer service processes and support structures company-wide.
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Team Manager, 03/2007 - 07/2013

Sitel India, Gurugram, India

- Implemented training programs to maximise team member development and potential.
- Analyzed team performance data to provide meaningful insights, enabling informed decision-making.
- Opened and closed location and monitored shift changes to uphold successful operations strategies and maximize business success.
- Cultivated positive, productive team environments, resolving conflicts quickly.
- Facilitated meetings to communicate team performance goals and results.
- Trained personnel in equipment maintenance and enforced participation in exercises focused on developing key skills.
- Maintained positive customer relations by addressing problems head-on and implementing successful corrective actions.
- Established and maintained performance, quality and service standards for professional customer care.
- Improved staffing during busy periods by creating employee schedules and monitoring call-outs.
- Delivered regular team meetings for aligned work towards common goals.
- Evaluated employee performance and conveyed constructive feedback to improve skills.
- Cultivated positive rapport with fellow employees to boost company morale and promote employee retention.
- Led employee relations through effective communication, coaching, training, and development.
- Defined clear targets and objectives and communicated to team members.

- Used industry expertise, customer service skills and analytical nature to resolve customer concerns and promote loyalty.
- Recruited and trained high-performing team members, maintaining optimized customer service.
- Launched quality assurance practices for each phase of development
- Recruited, interviewed and hired employees and implemented mentoring program to promote positive feedback and engagement.
- Established team priorities, maintained schedules and monitored performance.

EDUCATION

Bachelor of Arts

Delhi University - Delhi

PARTICIPATING IN SOCIAL ACTIVITIES

Do charity works, Blood Donation, Feeding and pet stray animals, Participate in social activities in temples.

LANGUAGES

Hindi: Native language

English:	C2	Punjabi:	C1
			
Proficient		Advanced	