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| Shobhit sharma

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| +918208112953, +918600785874 |
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| ObjectiveI am a dedicated marketing professional with 7+ years of experience in the Travel & Tourism, Automobile and Insurance industry. Skills include marketing, social media, content creation, content writing & editing and ideation for the brand to drive virality and sales.  |
| Skills* Business Operations
* Report Writing
* Personnel Monitoring
* Financial records and Processing
* Client – Focused

Social Media Marketing Digital Marketing Content Creation Content Writing & Editing Brand Image Ideation Outdoor Marketing |

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| work experience**WNS Global Services Private Limited****Operation Associate (TUI Process)****March 2019 - October 2019****PUNE*** Complete clerical and administrative tasks
* Provide feedback on company policies and procedures
* Make recommendations for business performance improvement
* Assist the operations manager in daily management
* Place inventory and supply orders as required
* Cooperate with different departments to improve business operations
* Manage employee schedules and rosters including processing of leave and sick time
* Understand the expectations of an open position to source and screen candidate

**Nexa The Kothari Wheels****Relationship Manager (Automobile Sales)****April 2018 - March 2019****Pune*** Took the lead on digital promotions for the brand
* Took the lead on special promotions for events
* Content Ideation, Creation & Execution for Digital Promotions
* Utilize the marketing department to reach out to new and former customers
* Work sales floor and lot, answer questions and engage customers
* Escort customers on a tour of all new vehicles and the dealership
* Offer and participate in test drives to those who qualify
* Identify customer’s needs through interviewing
* Participate in all sales training meetings
* Coordinate with the Sales Manager during the transaction process
* Set sales goals, track progress, and lead the team to achieve and exceed those quotas
* Coach salespeople on best practices for closing more vehicle deals and provide advice and guidance to improve sales performance

**E-Trip (E-Group)****Senior Sales Executive (Travel and Tourism)****September 2013 - March 2018****New Delhi**Online and offline marketing promotions Content ideation, creation & execution through marketing activities Driving traffic to the website through paid & organic marketing Taking care of all the parameters of the business recruitment activization, persistency.Handling the team of Agents and Ensure that they engaged Motivated and Productive by for going a Strong relationship.Drive the incentive Schemes to ensure that the agents income exceed benchmark.To achieve product wise targets & Profitability. To understand the agent business in depth and seek opportunities for business development and revenue generation.Goal Settings of all agents in my team.Regular field observation and demonstration with the agency force.Identifies business opportunities by identifying prospects and evaluating their position in the industry, researching and analyzing sales options. Sells products by establishing contact and developing relationships with prospects, recommending solutions.Cultivating solid relationships with major customers to ensure a continuous flow of sales revenue.Identifying promising prospects through cold-calling, networking, and customer referrals.Ensuring that all sales administration and customer service activities run smoothly.Providing overall guidance to newly recruited Sales Representatives.Maintaining accurate records of the total number of sales made, potential and existing customers, as well as sales employee performance evaluations.**Bajaj Allianz General Insurance Company Pvt Ltd****Executive Travel (Relationship Manager)****January 2013 – September 2013****New Delhi**Making tie-ups with travel agents and corporate groups. Develop customer base and maintain existing customer relationship.Conduct regular review and analysis on customer's portfolio.Deliver sales and revenue targets.Maintain Sales volume with our Competitors.Contributes to team Efforts by accomplishing related results as needed.Implements national Sales programs by developing field sales action plan.Track and report on the competitor activity in the assigned territory.Market development activity in the assigned territory. Collection of receivables in the assigned territory as per defined terms and ensure timely issuance of credit notes, monthly and quarterly schemes to the channel partners.**Oxient Technologies Pvt Ltd****Customer Service Manager (Travel House)****August 2011 – January 2013****New Delhi**Handling Visa applications for all the countries like UK, USA, Canada, Australia, Europe, New Zealand, South Africa, Korea, China, Thailand, Indian Employment Visas, OCI, PIO etc.Meeting with clients. Providing appropriate guidance to the clients to make their cases stronger for the Visa.Replying Client’s e-mails and update it on to the software.Coordinating with the attorneys in other branches of different countries.Doing researches on the visas of different countries to provide the client with appropriate knowledge and requirements for the visa.Coordinating with the embassies / authorities for seeking the information regarding visa.* General administration preparing various reports like India CSM Daily report and CSM monthly report

 **VFS Global Services Pvt Ltd****Operation Officer (Visa & Documentation)****April 2010 – August 2011****New Delhi*** Accepting visa applications on behalf of different embassies. Handling visa applicants, travel agents from various travel agencies and Individuals as well.
* Checking documents required in accordance with different visa categories doing back office tasks like data entry, auditing etc.
* Coordinating with the embassies, submitting and collecting all the passports and visas from the embassy and sticking visas on the passports.
* Delivering passports back to the applicants looking after the entire operations and making various reports as well.
* Solving all the visa related queries of the applicants over the phone and e-mail well.
* Worked with UK High Commission, China embassy, Thailand embassy and USA.
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| academic history* NIOS: Secondary School Examination 2006 Grade: B+
* NIOS: Senior Secondary School Examination 2008 Grade: A
* Kuoni Academy: One-year diploma in travel and tourism 2010 Grade: A
* CMJ University: Bachelor’s in Business Administration 2012 Grade: A+
* Udemy Online Course: Completed Digital Marketing Certification 2020 Grade: A+
* Udemy Online Course: Completed Google Analytics Certification 2020 Grade: A+
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| Awards and Acknowledgements* Promotions to higher positions
* Awards like Salesperson of the Year, Employee of the Year, or Best Performer
* Qualifications gained

Reference |

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## Signature & date