|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Kethan**  **Kalva**     |  |  | | --- | --- | |  | kethan.kalva@gmail.com | |  | 630-424-6756 | |  | Hyderabad, TG500001 | | | **Skills**   * Lead prospecting * Product promotions * Strategic planning * Revenue generation * Service agreements * Customer relations * Order processing * Client presentations * Sales and profits maximization   **Education**  Sri Goutami college  Hyderabad  *Intermediate*  SDM College Of Engineering And Technology  Dharwad  *Bachelor of Engineering From S.D.M.C.E.T* | | |  | | --- | | **Professional Summary**   * Dynamic professional with close to 10 years of experience in sales * Working as a Business development manager for ERP,SAAS cloud based Software management products * Handling clients B to B and B to C * Client Services Manager providing leadership to sales and serving as escalation point for clients and internal departments. Provide senior leadership and internal stakeholders with updates and status reports. Ensure excellent client services while building and maintaining client relationships. Strong people management skills and ability to coach, lead and develop employees. * Business Associate supporting clients and serving as primary business contact. Excel in building relationships with clients, identifying new business opportunities, handling client communication and communicating business offerings to customers. Skilled leader during business meetings and making sales field visits.Strong business acumen, attention to detail, excellent communication and interpersonal skills. | | **Work History**  KIREETI SOFT TECNOLOGIES LIMITED- Sales Manager HYDERABAD, TELENGANA • 06/2019 - Current   * Brought in new customers and retained base through proactive management of individual needs and development of robust software solutions * Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions * Conducted on-site product demonstrations to highlight features, answer customer questions and redirect concerns toward positive aspects * Identified prospects' needs and developed appropriate responses along with information on fitting products and services * Experience in Handling clients for B to B   At An Airtel Franchisee- Sales manager Tandur, Telangana • 01/2010 - 12/2018   * Updated quality control standard methods and procedures to meet customer SLA and compliance requirements   **Additional Information**   * Manager at the Airtel franchisee for day to day activities for Sales * Working as senior sales Manager at Kireeti software Technologies limited * KeyDeliverables: * Coordinate with retailers and set targets and * Inventory and stock management to prevent stock-outs or excess Inventory * Tracking of field executives: sales targets · Responsible for refresher training on a regular basis & conducting accreditation * Supporting the team on process queries * Sending daily checklist to management and performing the daily quality checks * Ensure that attrition issues (planned & unplanned) are escalated for timely resolution * Maintain service quality as per SLA agreed by company * Achievements: * Awarded the Best Performer (WOW Award) for couple of times in the year 2013 & 2014 * Responded to over 85 customer calls daily and solved 95% of their concerns * Experience in ECRM and VPN * Proficient in MS Office, MS Excel, MS PowerPoint * Strong process orientation * Project management skills * Building & nurturing partnerships * Influencing skills | |

.