

Nikhil Gudhka

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Objective:

To work with a company of repute to effectively utilize my expertise in Sales and work for self-development and also for the development of the organization.

PROFILE

- ⇒ Competent & diligent Sales & Marketing Professional, offering comprehensive experience of over across hospitality industry
- ⇒ Keen strategist, adept at creating innovative strategies and formulating business development policies for accelerated growth of the organization and cost optimization
- ⇒ A strong team leader/ player, training, guiding and motivating teams of professionals towards maximum output with exceptional consensus building, negotiation and interpersonal skills, analytical mind and comprehensive problem detection/ solving abilities

Core Competencies

- ❖ Adaptability ❖ Strong Interpersonal Skills ❖ Team player ❖ Target oriented ❖ Positive Attitude
 - ❖ Effective Communication
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PROFESSIONAL EXPERIENCE

Roadmatics Technologies Pvt Ltd

Aug 2019 To May 2020

Relationship Manager

Maintained Store Staff Job results by coaching, counselling, and disciplining employees, planning, monitoring and appraising job results.

Handling team and ensured maintenance of exchange data of retail customers.

Identified current and future customer requirements by establishing rapport with potential and actual customers and other persons in a position to understand service requirement.

Quikr.Com

Jan 2019-To Apr 2019

Key Account Manager

Proven Success in complete sales ability and good knowledge of Sales process and exposure in Identifying, generating business and achieve Monthly.

Prospecting, identifying, generating new business and generating additional business from existing customer.

Make daily sales calls/presentations and achieve monthly revenue/targets.

Create and implement strategies to seek out potential partners to promote our solutions.

Develop and Maintain Positive Customer Relationship and ensuring proper end to end client servicing.

Making a plan of action, Pre-call preparation and maintaining accurate sales reports (Daily, weekly, and monthly).

Bharti Airtel Ltd.

Jan 2014-Dec 2018

Store Manager

Handling Stores.

Preparing Roster for the store.

Conducting Audits on Weekly Basis for Store.

Conduction Quality Audits of executives.

Reverting on escalation mails.

Handling Platinum and Solitaire Customers.

On Job Training For Sales and Service.

Looking to increase the revenue for the Store.

Drive & motivate the team to achieve store targets.

Achievement Award

Awarded Best Retail Service in the month of April 2014

Vodafone India Limited, Mumbai.

Jun 2011-Dec 2013

Customer Relationship Executive

Ma Provide optimal customer experience on first interaction itself through effective communication to avoid repeat walk in.

Ability manage an irate customer & handle customer effectively by diversion to the correct counter/executive.

Improve handset & accessory sales for the store.

Proactively provide all the necessary information needed by the customer.

Smoothly navigate customers through the store.

Responsible for preferential servicing to customers.

Responsible for Postpaid to Prepaid, Churn & Port Out cases.

Vodafone India limited, Mumbai

Apr 2010-May 2011

Customer Service Executive (Stores)

Responsible for handling customer and providing "WOW" customer satisfaction and first-time resolution & also taking necessary steps to retain customers, increasing sales of postpaid connections from the daily queries through walk-ins & ensuring maximum conversion and no repeat walk-ins.

Provide Hands on assistance to various issues on floor and handled escalations and followed up on real time issues as per the escalation matrix.

EDUCATIONAL CREDENTIALS

Appeared M. Com Part 1 from Mumbai University

Language Proficiency: English, Hindi, Marathi and Gujarati

PERSONAL DETAILS

Date of Birth : 20th jun 1985

Address : 904 K1 Mahaveer Residency, Mahaveer chowk, Anjur Phata Bhiwandi Thane 421302

Marital Status : Unmarried

Declaration:

I hereby declare that all the above details furnished by me are true to the best of my knowledge and belief.

Nikhil Gudhka

Place: Mumbai.

Date: