



Manish Khawal

Manager Business Development

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PROFILE

Enthusiastic sales manager with 10+ years of vast experience in BPO/Retail & Edu-Tech sales company, motivating and leading a domestic sales team to achieve the company's Goals/KPIs.

EDUCATION

High School

Government Boys Senior Secondary School
CBSE
New Delhi, Delhi

Completed, June 2005
Marks 43 %

Intermediate, Commerce

Sardar Vallabh bhai Patel Senior Secondary School
CBSE
New Delhi, Delhi

Completed, June 2007
Marks 45 %

Bachelor of Computer Applications, Computer Science

Indira Gandhi National Open University
New Delhi, Delhi

Completed, May 2013
Marks 58 %

WORK EXPERIENCE

August 2018 - Current

Business Development Manager

Transweb Educational Services Pvt Ltd. (AskITians.com)
Noida, Uttar Pradesh

- Meeting planned sales goals.
- Setting individual sales targets with the sales team.
- Tracking sales goals and reporting results as necessary.
- Overseeing the activities and performance of the sales team.
- Coordinating with marketing on lead generation team.
- Developing sales team skills through motivation, counseling & product knowledge education.
- Ensure customer satisfaction and resolve customer issues.

October 2015 - August 2018

Team Leader

Applect Learning Systems Pvt. Ltd (Meritnation.com)
New Delhi, Delhi

- Analyze sales statistics to define sales potential.
- Setting individual sales targets with the sales team.
- Manage day to day performance of sales team.
- Motivate, train & coach sales staff to consistently meet their own/teams target and goals.
- Monitor performance metrics of sales team and report data.
- Handled Domestic & International process for fresh, Up-selling and Renewal acquisition.
- Ensure customer satisfaction and resolve customer issues.

May 2014 - October 2015

Team Coordinator

Applect Learning Systems Pvt. Ltd (Meritnation.com)
New Delhi, Delhi

- Taking care a team of 4-5 education counselors under team leader's guidance.
- Helping & Supporting new aligned counselors as per the process required.
- Taking care my own & my team monthly & year targets.
- Motivate and inspire aligned team members.
- Taking care entire team In absence of Team Leader.
- As per team requirement providing training/coaching to all the new & old Ec .

March 2012 - May 2014

Education Counselor

Applect Learning Systems Pvt. Ltd (Meritnation.com)
New Delhi, Delhi

- Making calls to our registered fresh, old & renewal users for counseling.
- Post counseling if customer get satisfied then help them to be a premium member.
- Handle escalations if customers have any issues with the services.
- Focusing on conversion and higher ticket size to achieve given target.
- Maintain daily required revenue & talk time.

June 2011 - December 2011

Quality Analyst

Eureka Outsourcing Solutions Pvt Ltd
Noida, Uttar Pradesh

- Listen some of the executives online calls on daily basis & provide them feedback according to process requirement.
- Barge online live calls & recoded calls.
- Audit calls on basis of quality parameters shared by client.
- Analyse quality parameters & making daily report & MIS.
- Making quality report as per clients requirement & send to client.

October 2009 - May 2011

Senior Customer Care Executive

Eureka Outsourcing Solutions Pvt Ltd
Noida, Uttar Pradesh

- Handle Godrej appliances calls and provide them solutions.
- Punch godrej appliances client complaint using CRM.
- Handle escalated calls and dealer calling as per client's requirement.
- Makes 20 CSI calls in a day.
- Making dealer MIS & daily reporting.
- Handling escalations calls & providing solutions to customer on line

May 2008 - October 2009

Customer Care Executive

Eureka Outsourcing Solutions Pvt Ltd
Noida, Uttar Pradesh

- Handle Godrej Appliances call and provide them solutions.
- Punch customer complaint using CRM.
- Provide satisfactory answer to the customers.
- Maintain the daily reports.
- have to handle the escalation cases via email.

TRAINING AND CERTIFICATIONS

- Diploma-Basic computer course, Rattan Computer Centre , 2009

SKILLS

- Analytical skills.
- Sales team supervision skills
- Performance Management.
- Attrition Management.
- Communication skills
- Relationship Building.

COMPUTER PROFICIENCY

Operating Systems

- Windows ●●●●●
- Linux ●●●●●

Software

- MS Office ●●●●●

LANGUAGES

- Hindi ●●●●●
- English ●●●●●

INTERESTS

Love to listen the songs in high volume & playing indoor games

PERSONAL DETAILS

Father's Name: Mr. Narayan Singh
Birthday: January 01, 1989
Gender: Male

Marital Status: Married
Nationality: India

Address:

639/5A, Prajapati Mohalla
Tughlakabad Village, New Delhi
New Delhi - 110044, Delhi

Declaration

I, Manish Khawal, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

Manish Khawal

New Delhi , Delhi