

Prakash Kumar

Phone: +91 9709467565

Email: Sharma.prakash081@gmail.com

Seeking Lower Management assignments with a growth oriented organisation

PROFESSIONAL SYNOPSIS

- A dynamic professional with rich experience in Sales, After Sales, Channel and Team Management, Client Relationship Management.
- Associated with Paisabazaar Marketing and Consulting Pvt Ltd as SME in Personal loan department.
- A keen planner, strategist & implementer with demonstrated abilities in devising sales tactics and accelerating the business growth.
- Expertise in managing Sales operations with key focus on top line profitability by ensuring optimal utilization of resources.
- Demonstrated abilities in cementing healthy relationship with the clients for generating business.
- Proven skills in managing teams to work in sync with the corporate set parameters & motivating them for achieving business and individual goals.
- An effective communicator with excellent relationship building & interpersonal skills. Strong analytical, problem solving & organizational abilities. Possess a flexible & detail oriented attitude.

ORGANISATIONAL EXPERIENCE

| <u>Tenure</u> | <u>Designation</u> | <u>Company</u> |
|----------------------|---------------------------|-------------------------------|
| June'17-Aug'19 | SME | Paisabazaar pvt ltd |
| Sep'19-Till | Cader(Team leader) | GC web ventures India pvt ltd |

CORE COMPETENCIES

Channel Management

- Identifying and network building with all the related channel partners (Banks+NBFCs).
- Developing and building strong relationship with upper to lowest level of channel partners escalation matrix to retain companies business to it's own code only.
- Periodic monitoring the performance of channel partners regarding customer satisfaction and their needs.

Team Management

- Monitoring, training & motivating the manpower & ensuring quality services in the market.
- Leading, mentoring & monitoring the performance of team members to ensure efficiency in process operations and meeting of individual & group targets.
- Imparting system & process training to the new joiners to groom them in system fastly.
- Creating and sustaining a dynamic environment that fosters development opportunities and motivates high performance amongst Team members.

Customer Relationship Management

- Developing relationships with key decision-makers in target organizations for business development.
- Interfacing with clients for understanding their requirements & suggesting the most viable solution and cultivating relations with them for customer retention & securing repeat business.

- Ensuring maximum customer satisfaction by providing them the best deal available in market as per their profile.
- Ensuring the closing of escalated issues of customer with satisfaction.

Work Excellence

- Periodic Audits of Channel Partners & data analysis (No of customer provided vs no of cases closed positively).
- Conducting competitor analysis by keeping abreast of market trends for further improvement.
- Utilizing client & team feedback to develop intelligence for betterment.

QUALIFICATIONS

Post Graduation (MBA):-2017 with 70% marks

Graduation :-2014 with 65% marks

Intermediate (I.SC.) :-2011 with 63% marks

High School (10th) :-2009 with 61% marks

OTHER DETAILS

- Date of Birth : 2nd Dec,1994
- Marital Status : Single