Dinesh Prakash Singh

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**Seeking managerial position in sales /Business Development/ Client relationship Management and team Management with a growth-oriented organization in Industry.**

**Profile summery**

* Highly competitive, self-starter and goal oriented professional with 8 years’ experience in Sales Operation.
* Handling sales operations to stimulate sales growth and realize organizational objectives.
* Competent in implementing effective solution to the customer needs, with an aim to improve customer contentment.
* Solution-Driven, customer centric professional with significant experience in handling aspects of service functions.
* An effective communicator with good relationship building & interpersonal skills. Having Strong analytical, problem solving & organizational abilities.

**Area of exposure**

**Sales**

* Taking care of the sales (B to B & B to C) with focus on achieving predefined sales target and growth. Forecasting and planning monthly & quarterly sales target and executing them in a given time frame.
* Supervising and monitoring the performance level of sales & Service Staff for ensuring superior customer service and accomplishment of sales target.

**Professional Experience**

**Since Dec 20 –: Scobotic (Youscore Solutions Pvt. Ltd.**, an IIT-IIM alumnus venture,**)**

**Business Head North (Education Technology) core member of the team Sales B to B & B to C)**

**Role:**

* Product review & feedback
* Generating business by client Engagement.
* Developing a zone business plan and line with the business strategy
* Area mapping to identify prospects.
* Ensuring office and staff presentation standards are consistent with company requirements.
* Team Handling.
* Driven Sales force by cold call.
* Identifying local vendors to generate revenue.
* Conducting marketing activity for new client enrolment and retention.
* Identifying Target Customer and Execute our Strategies to convert them.
* Conducting hurdles to achieve daily sales target as well as monthly target.
* Maintaining and reviewing target v/s achievement report on daily basis.

**Aug 18 – Dec 19 : Siddhivinayak (Adidas) , Lucknow as a Area Manager (Sales)**

**Role:**

* Achieving Sales targets and ensure profitability of all stores.
* Supervising and monitoring the performance level of sales & Service Staff for ensuring superior customer service and accomplishment of sales target.
* Taking care of the sales with focus on achieving predefined sales target and growth. Forecasting and planning monthly & quarterly sales target and executing them in a given time frame.
* Ensuring proper training of the stores team
* Ensuring quality display of products as per company guidelines.
* Proper visual merchandising of the promotions in the store.
* To ensure availability of right merchandise in the Store.
* Adherence of SOP’s by store staff.
* Interacting with customers & obtaining their feedback and resolving customer complaints.

**Oct 17- Aug 18: Landmark (Max), Lucknow as a Department Manager (Sales)**

**Role:**

* Achieving Sales targets and ensure profitability of the ethnic wear & accessories department.
* Ensuring proper training of the department team
* Ensuring quality display of products as per company guidelines.
* Proper visual merchandising of the promotions in the store.
* To ensure availability of right merchandise in the Store.
* Adherence of SOP’s by store staff.
* Interacting with customers & obtaining their feedback and resolving customer complaints.

**Dec’14 – Oct 17: Arrow, Lucknow as a Store Manager (Sales)**

**Role:**

* Achieving Sales targets and ensure profitability of the department.
* Ensuring proper training of the Store team
* Ensuring quality display of products as per company guidelines.
* Proper visual merchandising of the promotions in the store.
* To ensure availability of right merchandise in the Store.
* Adherence of SOP’s by store staff.
* Interacting with customers & obtaining their feedback and resolving customer complaints

**Jan’14 - Oct’14: Worked as a Team Leader in Sony Bangalore. (Sales)**

**Handling DI & Audio Department.**

* Merchandising products as per company guide lines.
* Handling customer grievances.

**Sep’12-Dec’13: Worked as a Senior Fashion Consultant in Puma**

* Take care of store daily task, matching Customer needs & benefits and by giving them the best services.
* Also train new staff of for company & service standard.

**Mar’11-Jan’12: Worked as a SSA & Senior Technical Head in Home Line Decor Pvt. Ltd**

* Dealing in Home Furniture Sale, Handling and monitoring all the sale activities in Store.
* Reporting to Store Manager for my daily Sales.

**Jan’10-Dec’10: Worked as a** Manager in Dosa Planet & Smoked Restaurant

* Taking care of Customers so that they can get the best services.
* Quality checker of food for best taste customer can get.
* Managing Staff & customer grievances.

**Academic Profile** –

* Class 10th C.B.S.E .Board A.P.S. Academy Lucknow in 2007.
* Class 12th C.B.S.E. Board A.P.S. Academy Lucknow in 2009.
* Graduation from Chhatrapati Shahuji Maharaj University, Kanpur in 2013.

**Computer Skills**

* Internet Technology & Web Designing.
* Appearing O level
* Tally Erp 9.

**Personal Profile** –

**Fathers Name:** Mr. Y.R.Singh

**Mothers Name:** Mrs. Prabha Singh

**Date of Birth:** 13 TH MAY, 1992.

**Marital Status:** Single

**Strengths:** Motivating spirit, Good listener **&** Approachable

**Language Proficiency:** English, Hindi