A result oriented professional with over 12+ years of experience in Sales, Marketing, Business Development with Profit Accountability, Administration & Customer Relationship.

**Career Objective**

To obtain a position where I can fully utilize my sales experience and relationship management skills to increase profits and bolster growth of company with self-growth aims.

**Current Designation:**

**Role:** Business Development.Customer Relationship Management. Back Office Administrative Support. Manage Routine Sales Related Activities. Revenue and Collections. Contractual Agreement Management.

**PROFESSIONAL PROFILE**

Significant experience in marketing & sales and ability in managing tasks ranging from conceptualization to deployment, management of multi-project teams & customer relationship management. A team player with excellent communication, analytical relationship management skills. Specialized in handling big corporate relationship and business development.

* Self-starter and Self-motivation, Strong entrepreneurial spirit, Intense enthusiasm
* I possess a keen and versatile attitude, excellent Interpersonal skills and a dedication to succeed.
* I am willing to work effectively to achieve the targeted success as a team player.
* Excellent ability to gather and analyze statistical data and generate reports.
* Great knowledge of general accounting principles.
* Remarkable ability to communicate effectively, both orally and in writing.
* Complete knowledge of supplies, equipment’s and services ordering and inventory control.
* Exceptional record maintenance skills.
* Excellent ability to solve problems.
* Deep ability to compile information and prepare reports.

**AREAS OF EXPOSURE & EXPERTISE**

**Core Strengths**

Relationship Management, Business Development, Strategy Planning, Customer Facing Meetings and Presentations. Interpersonal, communication & organizational skills with proven abilities in account and customer relationship management.

**Areas of interest**

Sales and Client Relationship Management.

**IT Infrastructure**

* Analyzing business needs and on-boarding supportive initiatives related to establishment of IT infrastructure, specially SWIFT messaging systems
* Maintaining updated documentation for current and proposed installations
* Managing modifications to the current environment
* Developing and negotiating with vendors for timely updates to facilitate smooth project activities
* Ensuring compliance with SLA

**Ingram Micro India Pvt Limited** ([www.ingrammicro.com)](http://www.ingrammicro.com)) **Senior Associate - Sales**

Period: Since 04th Aug, 2016 to Till Date

Company Profile: IT Hardware /Software

* Responsible for achieving quarterly and annual goals by executing the sales plan and managing the channel partners within a territory.
* Leverage the selected partners to maximize the revenue and opportunities within the territory.
* Manage and support partners to maintain market share of the organization.
* Maintain and expand relationships with existing partners.
* Maintain Account Hygiene concerning Credit, Payment collection, Resolving Partner issues, Order Processing, Billing and Invoicing.
* Coordinate with various internal entities like Product, SBO, Credit, Pre-Sales and Operations.
* Initiate the credit limit process and upload the required documents on e-credit portal for partner credit limit increase as per business needs.
* Recognize and escalate reoccurring problems\* Manage and drive conclusions with next level resolver groups, in order to bring closure for escalated issues and meet partner demands for problem resolution.
* Provide timely progress reports to illustrate progress being made against targets.

**Millennium Business Machines Pvt.Ltd., Mumbai** ([www.mbmindia.com)](http://www.mbmindia.com)) **Manager - Business Development**

Period: Since 16th Mar, 2016 to 03-Aug - 2016

Company Profile: IT Hardware /Software

* Handling Existing Corporate Clients & amp; Generating business from new accounts.
* Responsible for the whole in & amc; out Business of the Accounts allotted to me.
* Generating Sales Leads
* Co-ordination with department to know the exact Status of delivery Schedules, Invoices, and
* Its submission as per sales Orders.
* Preparation of Commercial Proposal.
* Handling Complaints and Queries of Clients.
* Being in charge Sale & amc; Service.

**ORGANISATIONAL EXPERIENCE**

**Globsyn Innoventures, Mumbai Deputy Manager – Sales and Business Development**

Period: Since 1st April, 2015 to till date 31st Mar’2016

Role:

* To enlarge banking alliances in Indian Sub-continent countries for SWIFT messaging
* To offer products and services for banks in India, Nepal, Bangladesh & Bhutan
* Realign relationship & promote business in APAC
* Establish and enhance relationships with existing and new clients
* Develop new business from existing clients through cross / up selling

Responsibilities:

* Support to Sales for achievement of targets
* Identify business opportunities with new customers and Conduct pre-sales activities
* Create new leads for all the products & services offered by Silicon in banking space
* Deal with customer service issues and manage client relations
* Implementing best customer service practices to improve sales and support channels
* Prioritize workload and multi-task to meet deadlines
* Work with minimal supervision

**Xchanging Solutions Ltd. Mumbai (**[**www.xchanging.com)**](http://www.xchanging.com)) **Executive - Sales**

Period: Nov-2007 to March-2015

Role:

* To maintain customer relations and engage with delivery team
* To discharge administrative functions in coordination with global Finance team
* To engage in Account Management for legal and contractual activities
* To provide customer support for various activities during project cycle through customer support teams

Responsibilities:

* Back office administrative support in sales campaigns, client management, proposal/quotation, ordering, finalizing agreements.
* Record / Data management (SFDC), Customer Status list, Sales Pipeline, Order Booking, Sales Revenue, MIS, Billing and Collection, Reconciliation etc.
* Routine data updates to internal delivery departments for the effective resource planning and execution
* Develop new business in Asia Pacific (BFSI). Tracking RFPs/RFIs.
* Conducting competitor analysis by keeping abreast of market trends & competitor moves to achieve market share metrics.
* Generating Leads (India, Nepal, Bhutan)

**Rewards and Achievements:**

* Campaigning through banks in Nepal and created vital Sales leads
* Promoted Service Bureau and messaging middleware product

**Reward & Recognition**

* Pat-on-the-Back Award
* Customer Orientation Award
* Star of the Quarter Award
* Selected one of pursuant for International Business Management course

**ACADEMIA**

* **PGDM from International Business Management, Bangalore**
* **B.Com from Mumbai University**

**PROFESSIONAL QUALIFICATIONS**

**MSCIT (Computer Course) from Mumbai**

**EXTRA CURRICULAR ACTIVITIES**

* Participated in sports organized by School and Colleges
* Won prizes in Elocutions, Painting