



# Arjun R Nair

Business Head

Business Leader | Strategic Visionary | Sales and Operations Expert

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in <https://bit.ly/2AMQqtI>

## Professional Summary

Highly accomplished and results-driven business leader with a proven track record of driving multi-fold growth and profitability in diverse industries. Demonstrated expertise in strategic planning, sales management, and operational excellence. Skilled in building and leading high-performing teams, fostering strong client relationships, and delivering exceptional results. Consistently exceed business objectives and P&L targets. Excel in dynamic and fast-paced environments.

## PROFILE

### Millennium Infotech PVT LTD

#### Business Head India & Middle East October 2022 – Present

- Responsible for complete P&L of the business vertical and enabling it to grow multi-fold in the assigned geography (India/Overseas)
- Create a strategic road map, plan, control, and direct activities of sales teams to attain business objectives. Responsible for the business's sales, product management, delivery and operations.
- Build and execute a high-level, growth-driven strategy to achieve a profitable major market share. Execute strategy blueprints for ROI/market share growth, operational efficiency, resource optimization, and team management.
- Lead team to expand customer base with other cross-functional responsibilities like Strategy, Research, Advertising, General Management, Product Management and Technical team interaction.
- Responsible for Market Intelligence, Pricing, Packaging and Implementation, Cost Measurement/ Monitoring/ Management, Sales Planning and Budgeting
- Build strong relationships with key decision-making teams of existing and prospective customers.
- Ensure all customer-oriented processes including Customer feedback is managed well for high Customer engagement.
- Responsible for competition mapping/ tracking market trends and industry benchmarks.

### Gasvigil Technologies PVT. LTD

#### Business Sales Head (August 2019 – February 2022)

- Develop goals and objectives that tend to growth and prosperity.
- Design and implement business plans and strategies to promote the attainment of goals.
- Ensure that the company has adequate and suitable resources to complete its activities (e.g., people, materials, equipment, Business Processes, high-level negotiations, and productive communication).
- Supervise the work of employees and provide feedback and counsel to improve efficiency and effectiveness.
- Maintain relationships with partners/vendors/suppliers.
- Gather, analyse and interpret external and internal data and write reports.
- Ensure Management and employees fully understand business needs, audit compliance, track progress toward goals, and measure analytics on P&L and ROI.
- Assist with the development of annual budgets, operational standards, and strategic business goals.
- Administrate P&L via assessment of financial statements, financial data trend analysis, and other performance indicators to assess the standing and financial position and calibrate commensurate operational costs.

## EDUCATION

Master of IT Management  
Charles Sturt University  
Australia 2015-2017

Bachelors in Engineering  
Electronic and  
Communication  
Jawaharlal Nehru  
Technological University,  
India 2009-2013

## SIGNATURE STRENGTHS

- Operations Management
- Training & Mentoring
- Data Analysis & Reporting
- Workflow Management
- Strategic Planning & Execution
- Inventory Management
- Warehouse Management
- Budgeting & Cost Control
- Team Building & Leadership
- Process Improvement
- Workforce Planning & Optimization

## LANGUAGES

English

Malayalam

Hindi

Telugu

- Direct advertising, marketing, & sales programs, including economies of scale; allocate resources across customers & revenues.
- Facilitate the annual budget development, operational processes, and strategic business goals, devising tailored proposals for increased efficiency, and reduced operating costs while mitigating production or supply chain issues.
- Ensure all legal and regulatory documents are filed and monitor compliance with laws and regulations.

## SAFETY LENS SERVICES PVT LTD | INDIA

### Co-Founder (Oct 2019 – Present)

- Formation of the company according to government norms.
- Creating a local and international-based supplier.
- Communicating with shareholders and government entities on behalf of the company.
- Leading the development of the company’s short- and long-term strategy.
- Creating and implementing the organization’s vision and mission.
- Maintaining awareness of the competitive market landscape, expansion opportunities, and industry developments.
- Ensuring that the company maintains high social responsibility.
- Assessing risks to the company and ensuring they are monitored and minimized.

### Business Associate



## AUSTRALIAN OPEN | AUSTRALIA

### Patron Service Officer (2015, 2016 & 2017)

- Provide a world-class guest service experience for numerous tennis patrons belonging to a diverse range of cultures.
- Interfacing with the sales and marketing commercial, and the supply departments to ensure smooth operations.
- Ensuring a safe and secure environment to enjoy the event by monitoring crowd behaviour and resolving guest queries as directed and as necessary.

## GRAND PRIX | AUSTRALIA

### Customer Service Officer 2016 & 2017

- Managing inbound customer service calls from our independent retail customers.
- Processing orders that come by phone or email.
- Handling returns and managing customer queries and complaints.
- Ensuring a good and memorable experience for all customers.

## COLES | AUSTRALIA

### Regional Grocery Manager (Jan 2015 – May 2019)

- Deputizing for Retail Operations Manager, responsible for 11 stores, incorporating 13 department Managers and 400 team members.
- Responsible for meeting budgetary and sales targets through motivating and developing staff, consistently achieving and surpassing Key Performance Indicators.
- Controlling management accounts with attention to essential criteria for net profit including sales, shrinkage, wages, write-off, cash control, store expenditure, and process improvement.
- Monitoring and controlling store compliance in all areas such as customer care, effective planning, staff training and development, organization, and efficient time management.
- Supporting management and staff to help create their own successful and productive teams and guide them in becoming effective team leaders.
- Maximizing every sales opportunity by practising the highest standards of customer care and recognizing potential development and training opportunities.
- Reviewing and evaluating weekly KPI achievements.



**EPICURE | MELBOURNE CRICKET GROUND | AUSTRALIA**

**Food and Beverage (Feb 2015 – Oct 2017)**

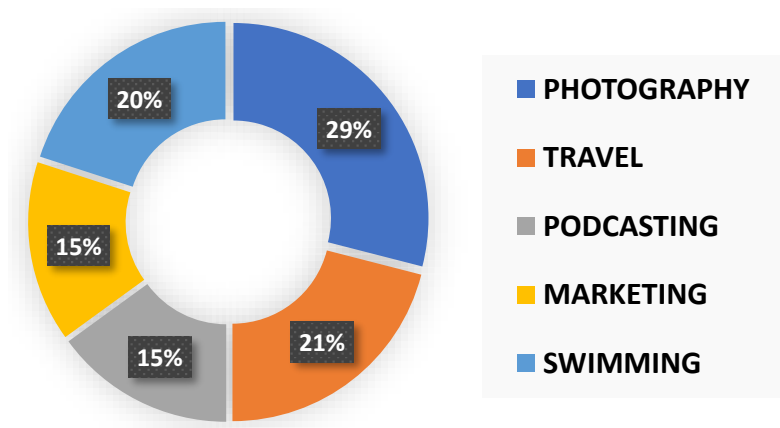
- The timely delivery of daily catering and formal events across numerous venues; primarily the Melbourne Cricket Ground.
- Ensuring a high quality of customer service and customer engagement.
- Ensuring set up and smooth functionality of meeting and event rooms.
- Basic audio-visual set-up and wrap-up.
- Assisting with the upkeep of the working environment and the operational requirements.

**Epsilon | INDIA**

**Technical Assistance (Jan 2014 – Dec 2014)**

- Identifying hardware and software solutions.
- Troubleshooting **technical** issues.
- Diagnosing and repairing faults.
- Resolving network issues.
- Installing and configuring hardware and software.

**HOBBIES**



**Declaration**

“I hereby **declare** that the above facts and information stated above are true, correct, and complete to the best of my belief and knowledge.”

**Arjun Nair**