

Rahul Kumar

Shivalik Nagar, Haridwar

Uttarakhand- 249403

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Summary:

Personable and dedicated sales and customer service representative with extensive experience in industry. Solid team player with upbeat, positive attitude and proven skill in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Articulate, enthusiastic and results- oriented with demonstrated passion for building relationships, cultivating partnerships, and growing businesses.

Skills:

- Client Relationship Management
- Sales monitoring
- Sales Reporting
- Business Development
- Strategic Planning
- Lead Generation
- Sales Planning
- Sales team training
- Business Planning
- Task Delegation

Technical Skill and Qualification:

- MS- Word, Excel, Power Point, Outlook, Catalogue.
- Diploma in Computer Application

Work Experience:

Assistant Manager: Sales

April, 2021 to Current

ileads Auxiliary Services Pvt Ltd - Dehradun

- Assisted in the development of operational strategies to ensure efficient and productive business
- Focus on Lead generation till deal closure
- Product selling with extra talent capabilities
- Product Knowledge and support to client in effective manner
- Help to product team in enhancement of product and feature on the basis of client/customer feedback
- Created reports on sales trends, inventory levels, and financial data.
- Preparing reports to keep the clients and senior managers updated on the project's progress
- Perform regular market research to identify top competitors in the field and keep updated

on new sales and marketing trends

- Communicated regularly with customers to gain insights into their needs. Established processes for monitoring customer satisfaction levels.
- Analyzed data from surveys or feedback forms to identify opportunities for improvement. Implemented new procedures or systems to improve efficiency within the organization.
- Provided guidance and support to junior staff members on daily tasks, projects, and objectives. Conducted regular performance reviews for employees to identify areas of improvement.
- Coordinated with other departments to ensure smooth flow of business
- Ensured compliance and company policies.
- Monitored employee attendance records, timekeeping, and payroll information. Managed customer service inquiries and complaints in a timely manner.
- Resolved conflicts between team members in an effective manner. Maintained up-to-date knowledge of company products and services.
- Organized training sessions for new hires to familiarize them with the workplace environment. Collaborated with management on developing strategic plans for achieving business goals.
- Facilitated interdepartmental communication by attending meetings or providing updates.
- Served as a liaison between staff members and senior management personnel. Identified cost-saving measures that could be implemented without compromising quality standards for clients.
- Reviewed completed work to verify consistency, quality, and conformance. Assigned work and monitored performance of project personnel.
- Reviewed employee performance and provided ongoing feedback and coaching to drive performance improvement.
- Interviewed prospective employees and provided input to HR on hiring decisions.
- Analyzed business performance data and forecasted business results for upper management. Planned and led team meetings to review business results and communicate new and ongoing priorities.
- Managed the allocation of duties amongst team members depending on their strengths to offer the smooth running of operations

Team Lead: Sales

June 2019 to March 2021

ileads Auxiliary Services Pvt Ltd - Dehradun

- Focus on Lead generation till deal closure
- Product selling with extra talent capabilities
- Answer client query's in efficient and timely manner
- Product Knowledge and support to client in effective manner

- Help to product team in enhancement of product and feature on the basis of client/customer feedback
- Created reports on sales trends, inventory levels, and financial data.
- Perform regular market research to identify top competitors in the field and keep updated on new sales and marketing trends
- Facilitated the planning of client meetings to identify their needs and determine the specific services best suited to them, which led to improved customer satisfaction
- Experience working with major CRM systems.
- Proven ability to lead and motivate large teams toward above average results.
- Provided guidance and support to junior staff members on daily tasks, projects, and objectives. Conducted regular performance reviews for employees to identify areas of improvement.

Sales Associate:

July 2016 to April 2019

ICCS LTD - Noida

- Greeted customers and provided exceptional customer service.
- Mai focus area: Lead generation and closure
- Developed robust customer pipelines and comprehensive databases for all ongoing projects
Coordinated with the Executive Committee to oversee sales, leasing, and marketing activities. Provided assistance to customers in selecting, sizing, and styling products
- Effectively communicated product, price, and service information. Developed promotional strategies to increase sales volume.
- Attended weekly team meetings to review performance goals and objectives. Conducted regular stock inventories to monitor product levels

Academic Qualification:

MBA: Marketing, November 2015, Distance Learning, Amity University - Noida

B.S.C.: August 2013, JP University - Chapra, Bihar

12th: July 2010, BSEB - Bihar

10th: July 2008, BSEB – Bihar

Languages: Hindi, English.

Accomplishments: I have received top performer awards multiple times during working tenure.

Declaration:

I hereby declare that the above-mentioned information is true to the best of my knowledge.

Place: Haridwar

Date: 31st August, 2024

(Rahul Kumar)