

Swati Malhotra

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Job Objective

Seeking challenging assignments in Sales & Marketing, Business Development, and Channel Management

Professional Profile

A Graduate with 3.10 years of experience in Telecom Sales & Customer Management Exceptional skills in communication, presentation with demonstrated abilities in training, team building and motivating to achieve goals

Areas of Expertise

People Management

- Motivate, mentor, guide and monitor front liners to achieve goals.
- Impart training to Channel sales people & new recruits and create awareness on products
- Key to success – Field knowledge and involvement
- Blackberry Knowledge

Employment History

Reliance Communications Ltd (Serving) (Dec – 2010 – Oct'14)

Location: Delhi / NCR

Blackberry Sales Associate	Dec2010 – June 2012
CAF Management	Sep 2012 – Aug 2014
DSO	Aug 2014-Oct'14

AREAS OF RESPONSIBILITY

- To generate sales lead of the Blackberry Handheld for the company
- Also develop new markets and acquire a bigger customer base.
- Maintaining Sales Report On weekly and Monthly Basis.
- Customer management at the store level and also HNI customer management
- Customer handling and sales closures
- Service multiple corporate accounts within the same industry
- Relationship Management: - Maintaining relations with CRM, and Collection & Service department for the smooth flow of the business.
- Revenue Generation: - Focus on products which generate more revenue for the organization other than the voice products like the VAS products, Blackberry,

- Coordinated with customers and office staff in order to troubleshoot problems that arise in blackberry
- An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty.

Achievements:

- Managed the team of 10 to 11 persons with maximum utility
- Implemented marketing and promotion plans which contributed to 20% increase in quarterly sales of the organization
- Successfully achieved the sales target within the TAT
- Increased the revenue generation of the company through different plan activation
- Successful resolved all the pending issues within the TAT

CAF Management Sep 2012 – Aug 2014

AREAS OF RESPONSIBILITY

- Trained new employees in managing caf work and conducted improvement programs for employees.
- Maintaining **Daily, Weekly & Monthly MIS Reports**
- Maintaining Postpaid **FLR Reports**
- Maintaining TVP Reports
- Maintaining Agency Attendance
- **Reliance Communications Limited.**
- **Location : Delhi / NCR**

DSO Aug 2014-10-Oct 2014 Date

AREAS OF RESPONSIBILITY

- Secondary Volumes Achieve Device revenue targets thru EDD as per territory targetsAchieve Secondary volume of all Devices
- **Direct Customer Sales**
- **Handling Distribution**
- **Retailer Handling**
- **Stock placement**
- **HBO Activation**

Extra Curricular Activities

- Actively participated in college cultural activities.
- Volunteered in “Scouts & Guides” against cancer.
- Awarded commendation certificate in 2nd Help Care Society.
- Awarded commendation certificate in Rajya Puraskar organized by Scouts and Guide.
- Awarded commendation certificate in CIVIL DEFENCE.
- Awarded commendation certificate in FIRE AND SAFETY Organized by CIVIL DEFENCE.
- Awarded commendation certificate in GRE Organized by **COMMON WEALTH GAMES**

Educational Qualifications:

- B.com Rajasthan University,
- 12th Std, Central Board of Secondary Education, Delhi,
- 10th Std, Central Board of Secondary Education, Delhi,

Professional Certifications:

TCA Institute, Diploma, Delhi,

- Aviation
- Hospitality
- Travel and Tourism
- Personality Development

IITTM from PUSA (Indian institute Travel Tourism management)

- 21 Days Training for **Common Wealth Games**

Personal Profile:

Father's Name : Mr. Deepak Malhotra
 Date of Birth : 30th October, 1987
 Nationality : Indian
 Marital Status : Single
 Languages Known : English, Hindi, Rajasthan, German (Basic)