**Gladwin Masih**

**Mob:- 08558844202**

**gladwin579@gmail.com**

Seeking assignments in Sales & Marketing with an organization of repute.

**SNAPSHOT**

* Dynamic professional experience with nearly 6 years in Business Development, Sales & Marketing, Client Relationship Management and Team Management.
* Abilities to handle multiple priorities, with a bias for action and a genuine interest in professional development.
* A team player and an effective communicator with excellent leadership, strong analytical, problem solving and organizational abilities.
* Highly motivated, Result oriented.
* Curious to explore and learn new things.

**ACADEMICS**

* M.sc ATHM (Masters in Airlines, Tourism and Hospitality Management) from ITFT , Chandigarh ) from Punjab technical university in 2009.
* Bachelor of Arts in Humanities Sociology From Punjab university in 2007.

IND **INDUSTRIAL TRAINING**

Worked as a trainee in Oberois centre for learning and development. Work on the project of "waiting areas as a marketing weapon.

**PROFSSIONAL EXPERIENCE**

**Currently working with Panoramic Holidays & Resorts India Limited**

**(Pancards club limited)**

**( since May 2014- 14th may 2015)**

**Designation - Area Sales Manager**

**About the Company:**

**Panoramic Group** **is one of the leading multinational business groups with presence across India, New Zealand, Singapore, Thailand, United Kingdom and United States of America. It has presence in varied business segments which includes**

* **Hotels & Resorts**
* **Timeshare**
* **Tours & Travels and Travel Portals**
* **Information Technology**
* **Entertainments**
* **Record Management**

**Currently the group owns more than 30 Hotels, Resorts and Service Apartments across different continents, and expanding rapidly with 16 upcoming properties. The group’s hotels and resorts are operating under the brand name "United 21". The group offers a time share concept by the name of "Magic Holidays" which enables customers to book inflation proof holidays for the next 25 years at today's price and also offer unique holiday options through Pancard Clubs.**

**Role and Responsibilities:**

* **Handling a team of 4 holiday consultants**
* **Distributing monthly targets**
* **Work on references and generate business from them.**
* **Generate leads and follow-ups with clients**
* **New business development in and around tri city chandigarh**
* **Travelling to outside cities for business generation**
* **Conducting of Member engagement activities**
* **Developing and implementing promotional activities to increase sales and customer retention**
* **Build relationships, network & maintain regular contacts with Members.**
* **Devise a business plan (in line with the company 3 year plan) in order to achieve sales, margin and profit targets**
* **Researching and identifying new niches, websites and trends to generate new Business.**
* **Work with the marketing team to research, development, implementation and review of campaigns.**
* **Conducting periodical and marketing presentation on monthly basis for the Sales team .**
* **Conducting MIS presentation on weekly basis for the Sales team**

**Organization - Mahindra Holidays and Resorts India Ltd. ( May 2012 - May 2014 )**

**Designation - Take Over Manager**

**Role and Responsibilities.**

* **Heading the team of holiday consultants**
* **Distri****buting monthly targets**
* **Work on references and generate business from them.**
* **Generate leads and follow-ups with clients**
* **New business development in and around tri city Chandigarh**
* **Understand customer requirement regarding holidays.**
* **Solve the queries of the customers regarding membership**
* **Dealing with walking customers and Members .**
* **Providing best possible environment to families regarding to their holidays.**
* **Work with the marketing team and make new strategies to generate business.**
* **Completing the monthly targets set by the Company .**
* **Booking for members in any Mahindra properties as per their needs and requirements .**
* **Prepare monthly target reports , MIS reports , and Presentations.**

**Organization - Wipro BPO ltd. ( August 2011 - March 2012 )**

**Designation - Technical Support Executive**

**Role and Responsibilities :**

* **Dealing with all the HP Products( specially printers: standalone or multi function**
* **Diagnose the error that is in the HP Product**
* **Both Software and Hardware issues**
* **Follow basic troubleshooting to resolve the issue at the first go**
* **Using of tools to configure printer and laptop or desktop wireless on the network**
* **Troubleshooting includes of various errors like scanner failure, communication error, Ox Error and many more**
* **Guiding the customer about the various new products in HP**
* **Creating sales need in the customer to go for a high end product**

**Organization - Mahindra Holidays And Resorts India Ltd (Jan 2009 - Jan 2011)**

**Designation - Holiday consultant**

**Role and Responsibilities :**

* **Market and consumer research**
* **Direct marketing, sales costing, strategic sales Promotion management, Brand management, Product management,**
* **New business development**
* **Attend the walk-in customer & give presentation**
* **Market including competitor research**
* **Making presentations on data gathered**
* **Create the need for holidays.**
* **Achieve the monthly Marketing target.**
* **Maintain customer relationship.**
* **Dealing with holiday packages, providing best possible environment to families regarding to their holidays.**
* **Work on references and generate business from them.**
* **Generate leads and follow-ups with clients**

**Organization - Bharti Airtel**

**Designation - Customer Care Executive**

**Role and Responsibilities**

* **Handling the customer's queries & problems.**
* **Provide all kind of information about metro rules and regulations, basic information to the customers of all product and services.**
* **Maintain the document relating to store operation is filled in accurately/completely and legibly.**
* **Receive customer's requests relating to product/service and forward the same for resolution as applicable to the units.**
* **Controlling the station staff, as well as look after all activity of station like, Are all equipment working in a right way or effective, station cleaning, Handel Customer walking in station, responsible for providing a good & experienced customer service.**
* **Dealing cash with customer & recharging metro smart card, Data and operations work.**
* **Analysis Error of token and card.**
* **Maintaining the daily rosters for shifts at all the metro stations**

**ACCHIEVMENTS**

* **Best employee of the month in Magic Holidays in September 2014.**
* **Star performer of the Last quarter in Magic holidays.**
* **Won Best Team Lead Award twice in Magic Holidays.**
* **Won The Green Horn award in Wipro .**
* **Best employee of the Year in Bharti Airtel.**

**COMPUTER PROFICIENCIES**

**Proficient in Internet, e-mail &.Microsoft Office, Microsoft Excel, Desktop and printers**

**CIRRICULAR ACTIVITIES**

* Joined NSS Camp.
* Participated in youth fest and cultural activities.
* Attended college seminars.
* Represented Haryana in national level cricket and Panchkula in state level athletes District champion for 4 consecutive years
* Active member of a local band as a lead guitarist and Drum .

**PERSONAL DETAILS**

**Father’s Name - Lt. Hukum Singh Rawat**

**Date of Birth - 25th March 1984**

**Marital Status - Single**

**Permanent Address: - # 23-a sector 14 Panchkula housing board complex, Haryana**

**Mobile No. - 08558844202**

**Passport No. - YES**

**Declaration**

**I do hereby declare that all the above stated information is true to the best of my knowledge**.

**Place:**

**Date: (Gladwin Masih )**