**Santosh Kumar E-Mail:** santosh0228@gmail.com **Contact:** **+**91-9833638775

***Seeking middle level assignments in Sales & Marketing / Business Development / Customer Relationship Management with an organisation of high repute.***

***Preferred Location:*** *Any.*

**Professional Preface**

* A dynamic professional with **more than 4 years** of experience in Sales & Marketing, Business Development and Customer Relationship Management.
* ***Currently working with ICICI Prudential(Bancca), Mumbai as an AFSM.***
* ***Worked with Kotak Mahindra Life Insurance as deputy manager.***
* ***Worked with MicroRoot as Sales Manger.SS***
* ***Worked with Infocentroid Software Solution as Business Development Solution.***
* ***Pursuing M.B.A. (Finance) from Welingkar Institute of Management Development & Research, Mumbai.***
* ***Have done Bachelor of Engineering (Computer Science) from Medicaps Institute Of Technology & Management, Indore.***
* Depth in managing sales & marketing operations, Managing relationship, achieving business goals and increasing sales growth.
* Ability in cementing healthy relationship with the clients for generating business and leading workforce towards accomplishing business and corporate goals.
* Possess excellent interpersonal, communication and analytical skills with outstanding relationship building skills along with demonstrated abilities in customer relationship management.

**Areas of Expertise**

**Sales & Marketing:** Organising marketing plans to drive volumes & achieve high profitability. Managing necessary marketing infrastructure to support the business through anticipated growth. Developing relationships with key decision-makers in target organisations for business development. Utilising client feedback & personal network to develop marketing intelligence for generating leads.

**Business Development:** Analysing business potential, monitoring competitor activities and planning counter measures. Identifying and pursuing business opportunities through market surveys. Mapping as per targeted plans as well as through lead generation.

**Customer Relationship Management:** Forwarding customer instructions to the concerned department & ensuring customer satisfaction by achieving delivery & service quality norms. Interfacing with high net worth clients for understanding their requirements & suggesting the most viable solution and cultivating relations with them for customer retention & securing repeat business.

**Employment Scan**

**Sep 2014 to Currently working with ICICI Pru Bancca, Mumbai as AFSM .**

Accountabilities

* Coordinating with Branch of **ICICI BANK with Bankers** for getting more business for Life insurance through their branch staff.
* Give service of all type of financial products, e.g. S.A., C.A, H.L., P.L., C.C., e.t.c.
* I’m also running so many activities of engaging staff to work towards to get more business of Life insurance.
* Providing them training, query solving giving all the updates related with our whole products

**Apr 2014 to Sep 2014 with Kotak Mahindra Life Insurance, Mumbai**

**as Deputy Manager.**

Accountabilities

* Recruited Life Advisors.
* Product: Insurance Products.
* Motivated Team towards business.
* Weekly training on products.
* Initially giving training to Advisor get more business.

**June 2012 to Mar 2014 with MicroRoot, Mumbai as Sales Manager**

Accountabilities

* Over 1.10 year experience in sales management (B2B and B2C Sales), Sales Promotions, Client Relations, Business analysis & Project Management & Coordination, Promotions of new product.
* Managed team more than 10 team member.

**June 2011 to May 2012 with InfoCentroid Software Solution,**

**Indore as Business Development Executive**

* Increased revenue of company by selling IT Product (Software And Website).
* Taken order from customers and send to development department for modifies the software and website.

**Infocentroid and MicroRoot are sister company.**

**Summer Internship Exposure**

**Organisation : InfoCentroid Software Solution Pvt. Ltd.**

**Project Title :** Training Placement Management System.

**Team Size :** 03

**Environment :** Java

**Database :** sql

**Description :** During placement season due to lack of communications candidates don’t know which company will come on which schedule. This application which is made on java environment will help you to know the news.

**IT Proficiency:** Conversant with MS-Office Applications (Word, Excel & PowerPoint) and Microsoft Outlook.

* Microsoft word.
* Microsoft excel
* Outlook, PowerPoint
* Windows, Linux

**Scholastics**

**PGDM(Finance)**

Welingkar Institute of Management Development & Research(Mumbai University) Apr 2015- Mar 17

**Bachelor of Engineering (Computer Science & Engineering)**

Medicaps Institute of Technology & Management, Indore(RGTU) 2007-11

**XII (Science)**

H.P.D. Jain College, Ara, B.I.E.C., Patna in 2004.

**X (Science)**

H.P.D. Jain School, Ara, B.S.E.B., Patna in 2002.

**Personal Dossier**

**Date of Birth:** 28th February, 1988

**Address:** D11/10 2nd floor, Gharkul Society, Sector 15, Kharghar, Navi Mumbai – 410210, Maharashtra

**Linguistics Abilities:** English, Hindi.