**JAY PRAKASH UPADHYAY**

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CAREER OBJECTIVE

Seeking challenging managerial assignment in Sales & Marketing / Client servicing which will allow me to grow into a position of broader responsibility by facilitating professional / personal growth.

PROFESSIONAL SYNOPSIS

* Focused and hardworking with smartness, self-motivated and team oriented with excellent relationship building & interpersonal skills, strong analytical, problem solving & organizational abilities.
* Strong team leader capable of fostering an atmosphere that encourages highly talented professionals to balance high level skills with maximum productivity.
* Excellent relational skills in dealing with enterprise clients, understanding their requirements and providing solutions to sustain the profitability of the organization.
* Proven skills in managing teams to work in sync with the corporate set parameters & motivating them for achieving business and individual goals.

CORE COMPETENCIES

Key Account Management

* Interfacing with institutional & corporate clients for suggesting the most viable service & cultivating relations with them for securing repeat business.
* Managing activities pertaining to negotiating/ finalization of deals for smooth execution of sales & order processing.
* Conducting competitor analysis by keeping abreast of market trends and competitor moves to achieve market share metrics.

Customer Relationship Management

* Handling customer queries for better turnaround time and customer satisfaction.
* Identifying prospective clients, generating business from the existing clientele to achieve business targets.
* Interacting with the clients on a regular basis & providing redressed to all their queries, complaints & handling all client relation.

Business Development

* Identifying and penetrating the new accounts by churning them from existing service provider to our services to enhancing company’s revenue share.
* Formulating strategies & reaching out to the unexplored market segments for business expansion.
* Developing relationship with target organizations for business development.
* Utilizing client feedback & personal network to develop marketing intelligence for generating leads.

ORGANISATIONAL EXPERIENCE

* **18TH JULY 2009 to 15 DECEMBER 2013 with HDFC BANK LTD. as a customer sales executive.**
* Sourced high value accounts 15 NTB month on month
* Cross sell demat/trading accounts, insurance, credit cards, fixed deposits, recurring deposit, personal loans, car loans, home loans.
* **6th January 2014 to till date working with kotak Mahindra bank LTD as Assistant acquisition manager**.
* I have achieved the achiever level in race status in current organization.
* I have got the best AAM award in top20 branches in Pan India in the month of august 2014 & March 2015.
* I have got the certificate of appreciation in the month of November 2014 from kotak life insurance.
* Also got the sammaan award in the month of June, July, august & September 2014.

Key Responsibilities:-

* Driving the sales activities in assigned zone.
* Responsible for the achievement of monthly revenue target.
* Conducting training program for induction of sales team to impart product knowledge.
* Coordinating with the backend and technical team for timely installation of the orders.
* Collecting market feedback to assist management in formulation of policies & strategies.

EDUCATIONAL QUALIFICATIONS:

* M.B.A FROM SIKKIM MANIPAL UNIVERSITY
* B.Sc.IT FROM SIKKIM MANIPAL UNIVERSITY
* 10+2 FROM CBSE BOARD IN 2005
* 10th FROM CBSE IN 2003

SOFTWARE SKILL SETS:

* Operation knowledge of windows, Ms Outlook, Ms Office, Ms Power point, Ms Excel.
* Practical aspects of internet.
* Advanced Internet Concepts and some exposure to Internet Explorer.

GENERAL INFORMATION:

Date of Birth : 30-03-1987

Father’s Name **:** Sh. Lakshman upadhyay

Marital Status : Unmarried

Language Known : Hindi & English

Nationality : Indian

Hobbies : Chating, Sports.

PERSONALITY TRAITS:

Confident, hardworking and goal oriented individual with exceptional learning curve with industry experience to empathize with customers.

Date:

Place: New Delhi

(Jay Prakash Upadhyay)