

VIHAR GANDHI

3-Satellite Bungalows, Opp. Courtyard Marriott Hotel, Ramdevnagar, Satellite, Ahmedabad, Gujarat 380015 | (H) 02754282530 | (C) 8401408324 | viharsince1992@gmail.com

Professional summary

Highly motivated sales associate with extensive customer service and sales experience.

Skills

- Top-rated sales performance
- Negotiation skills
- Event management
- Product development
- Strategic partnerships
- Quality assurance
- Needs assessments
- Competitive analysis
- Customer targeting
- Strategic event planning

Work history

Industrial Trainee

Anmol Healthcare

Jun 2013 - Jul 2013
Surendranagar

Relationship Executive

Lifecell International Pvt.Ltd

Jun 2014 - Mar 2016
Ahmedabad

- Developed and executed marketing programs and general business solutions resulting in increased company Exposure, customer traffic, and sales.
- Met and presented the concept of stem cell preservation to expecting parents and enrolled them to achieve Expected sales targets. Explored new opportunities of lead creation through scan centers, pathology centers.
- Built cordial relationship with gynecologists, hospitals and support staff to generate expected leads along with Direct interaction with potential clients during OPD hours to fix up the presentation

Team Leader

Lifecell International Pvt.Ltd

Apr 2016 - March 2017
Ahmedabad

- Planned and executed events and marketing programs, producing twice target number of qualified leads.
- Worked closely with all product development departments to create and maintain marketing materials for sales Presentations and client meetings.
- Supervised marketing department's monthly analysis of customer acquisition data and campaign performance.
- Managed and recruited team of relationship executives, area sales support executive, paramedics and Counsellors to help them achieve expected targets and also direct interaction with referral clients. Achieved Sales targets of the Centre including final sales order creation and customer grievance handling.

Customer Relationship Manager

Lifecell International Pvt.Ltd

Apr 2017 – Current

- Investigated and resolved customer inquiries and complaints in an empathetic manner.
- Solved unresolved customer issues.
- Promptly responded to inquiries and requests from prospective customers.
- Assumed ownership over team productivity and managed work flow to meet or exceed quality service goals.
- Developed and maintained strong relationships with doctors and hospitals by marketing activities like Antenatal classes and free yoga classes etc.

Education

10th Board- CBSE:

Kendriya Vidhyalaya

- Top 63% of class

12th Board, CBSE: Biology, Physics, Mathematics, Chemistry

Kendriya Vidhyalaya

- Top 53% of class

Bachelor Of Pharmacy:

C.U.Shah College of Pharmacy and Research, Gujarat Technical University

CGPA – 6.9 SPI

2008

Dhrangadhra

2010

Dhrangadhra

2016

Surendranagar

Key skills

- Result oriented with high degree of Professionalism
- Effective leader with excellent interpersonal and communication skills
- Self-motivation with continuous learning attitude

Additional information

AWARDS AND HONORS

- Winner of the All Lifecell Regional Achievers Club
- Top performer in Gujarat for Lifecell Regional Achievers Club
- Winner of the Lifecell Achievers Club for a trip to Bali
- Awarded as top performer in entire India repeatedly.
- Appreciated by senior for working extra miles and taking business to the next level.
- Ever Highest Enrollment/Month - 54
- Ever Highest Enrollment/Day - 8

PERSONAL INFORMATION

Date of Birth – 25/07/1992

Gender – Male

Languages - English, Hindi, Gujarati Known

Marital Status - Married

