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Yadnesh Vijay Gosavi

Sales & Operations Manager

SUMMARY

Accomplished sales and operations management professional equipped to enhance sales operations with proven and innovative strategies. Multifaceted leader well-versed in customer relationship management, sales forecasting, and training. Hands on exposure to B2C & B2B domain in Legal, Timeshare & Oil Industry.

PROFESSIONAL EXPERIENCE

Business Consultant (Sales)

May '17 - Jan '19

BMC Consultancy Services Pvt Ltd

Pune

- Optimized customer service strategies, increasing retention with revitalized focus on customer needs and market demands.
- Mitigated risks, evaluating current and expected business operations to identify potential issues.
- Developed recommendations based on fresh market research, scoring frameworks, and financial estimates.
- Identified client needs by observing consumers, collecting surveys, and analysing customer feedback.
- Negotiating, build credibility, establish rapport, and maintain communication with corporate and governments at multiple levels
- End-to-End ownership for leads right from prospecting till conversion

Achievements

- Highest sales conversion from prospect leading to boost in revenue with average growth rate of 8% .

Senior Sales Executive (Sales)

Jan'19- Jan 20

Mahindra Holidays Resorts India Limited

Pune/Nashik /Goa

- Offered top-notch customer support to boost sales.
- Contacted old accounts and revitalized business relationships to recapture revenue.
- Worked under pressure to achieve key targets and meet deadlines.
- Attended workshops and networking opportunities to build professional knowledge and meet prospects.
- Improved sales process by delivering feedback to management.
- Handled stressful situations professionally and multitasked with ease

Achievements

- Best Sales Executive award back to back for 2 Quarters for Bringing in 27% more revenue for the Branch by achieving sales target.

Sales & Operations Manager

Jan '20 - Present
Kolkata/ Gujarat

Reliance BP Mobility Limited

- Identify Gaps in all aspects of site performance (including service and 'people') for responsible geographical area and mandate, advice or offer Retailer/Dealers -recommended tools, processes and support to help them to profitably deliver the Customer Commitment at the Retail site and to develop the business for the mutual benefit of both the Retailer/Dealer.
- Manage and maintain positive Retailer/Dealer relationships, supporting them to achieve and maintain top class site performance (including counselling and performance management of underperforming sites / Retailers).
- Grown Site Incomes with equal focus in developing Partner (Retailer) capabilities in a rapidly growing network.

- Experience in delivering P&L roles – Topline Margins, Losses.
- Enhanced sales operations with implementation and maintenance of automated tracking and order management systems.
- Managed physical inventory with SAP, keeping totals accurate and current with regular updates.
- Improved forecasting by developing more accurate metrics to describe customer base.
- Handled third-party vendor and distributor interactions, cultivating realistic expectations to maintain positive relationships.
- Maximized ROI with promotions by correctly targeting plans, consistently locking in new customers.
- Business Development & Demand generation activities - Conduct Field Visit, Marketing events, promotional activities, trading area
- Delivered Sales & Operations targets for geographical area through regular reviews and appropriate action plans.
- Achieved profit targets, leveraging market knowledge and in-depth forecasts to plan sales operations.
- Elevated team productivity and performance using improved training and motivational strategies.
- Responsible for Delivering Sales Volumes worth (**3.5 to 4 Million USD**)from Business Verticals i.e MS (Petrol) , HSD (Diesel) , Lubricants (Castrol) , E Commerce Business, Trans connect Business.
- Responsible for the smooth Retail Outlet operations by complying with all Government Norms and Channel Management

Achievements

- Consistently achieving AOP ,contributing 20% growth in assigned territory by adding bulk customer and setting up New Retail Outlets to ramp up the volumes approx. 4 million USD in a month.
- Contributing MOM average growth @ 5% in over all volumes from the entire territory.

EDUCATION

MBA - Marketing / Finance

Jun '15 - Jun '17

Bharati Vidyapeeth Deemed University, Pune. Pune

Pune

Masters

CGPA - 8 / 10

B.Sc. Microbiology

Jun '12 - Jun '15

CHM College Ulhasnagar, Mumbai University Mumbai

Ulhasnagar

Bachelors

CGPA - 5.74/ 7

HSC- Science

Jun '10 - Jun '12

K V Pendharkar College, Mumbai University Mumbai

Mumbai

Secondary Education

Percentage - 65 %

Class X; SSC

Jun '09 - Jun '10

Greens English School ,SSC Board Mumbai

Mumbai

Primary Education

Percentage -90.36

KEY SKILLS

Leadership

Project Managment

Sales Forecasting

Inside sales

Field Sales

Cold calling

Communication

SAP

Presentation / MS Office

Enterprise and Entrepreneurial skills

Channel Sales / Management

Decision Making

Business Development

Teamwork

Objection Handling

Inter Personal Skill

Supply Chain Management

Problem Solving

Multi Tasking

Commercial Awareness