

EDUCATION

P.G.D.M in Marketing & Operations (Distance) Pacific University, Rajasthan	2015-2017
Bachelor of Technology in Mechanical Engineering Pacific University, Rajasthan	2011-2015

PROFESSIONAL EXPERIENCE

MUVR Technology Pvt. Ltd. State Manager	Ahmedabad May 2019 to Present
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- Defining & tracking metrics which help evaluate the health of the business.
- Develop a sales team by recruiting, selecting, orienting, and training employees.
- Accomplish sales objectives by forecasting and developing annual sales quotas for regions and territories; and projecting expected sales volume and profit for existing and new customers.
- Work closely with sales team & transport agencies to ensure TDM goals are aligned with transportation needs of customers; collaborate with transport agencies for sustainable transportation options.
- Plan strategies for product promotion and execute marketing activities to establish and maintain brand presence in the market.
- Planning and execution of all communications and media actions on all channels, including online and social media.
- Structured the end to end on-boarding and account management process for Launch, Pilot & Operations as a part of core team.
- Mapping training process & managing control tower team of 35; developing strategies for improving & to enhance their operational efficiency leading to increased productivity.

BlackBuck (Zinka Logistics) Area Supply Lead	Ahmedabad November 2017 to April 2019
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- Used consultative techniques to understand customer needs and make strategic referrals to business partners.
- Managed customer relations on an ongoing basis to maximize customer retention.
- Assisted with conflict resolution during partnership negotiations and acquisitions.
- Worked with clients to address and respond to client and partnership management issues.
- Developed and implemented standards for staff to provide consistent service to customers.
- Maximized customer satisfaction by checking outgoing documents and shipment labels for accuracy and conformance to outlined customer requirements and preferences.
- Contacted customers to collect payments and verify or add to existing information, consistently providing timely, accurate and customer-oriented service.
- Communicated with customers to verify information, fill out the appropriate paperwork and carry out specified requests.
- Used company portal to keep track of client information and orders, update accounts and monitor shipments to obtain and relay real-time information.
- Resolved payment understanding problems, improved operations and provide exceptional client support.

Territory Supply Lead	January 2017 to November 2017
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- To manage the territories under the micro markets.
- To on board the suppliers & provide them the training.
- To capture data for suppliers & transacting the suppliers.

- Assisted with conflict resolution during partnership negotiations and acquisitions.
- Made customers aware of current and new programs and services.
- Reinforced established quality control standards and followed procedures for optimal customer interactions.
- Conducted training and mentored team members to promote productivity, accuracy, and commitment to friendly service.
- Leveraged sales expertise to promote MRG(minimum revenue guarantee), market place, broadcast model, fix structure, full variable structure and capitalize on up-sell opportunities
- To fulfil the demand orders.

JMD Group
Sales Engineer (North Zone)

Delhi
 July 2015 to December 2016

- To take care of business development activities at Controlling Office or Regional Office.
- Play an integral part in generating new sales that will turn into long lasting relationships.
- Expand the relationships with existing customers by continuously proposing solutions that meet their objective.
- Resolve any issues And problems faced by customers and deal with complaints to maintain trust.
- Provide product training and demonstration online or on site.

SKILLS

- Gold Medal In national boxing championship
- Black Belt in Martial Arts
- Well versed with Microsoft Office

ACTIVITIES

- 9 Medals in Rajasthan State Boxing Championship: 4 Gold (State), 3 Gold (District) and 2 Bronze (Zonal)
- Silver Medal (District) in Non-Stop Skating for 4 hours
- 1st Prize in Zonal Round of Robotryst 2014 organized by Robosapiens Technologies PvtLtd.