

# SHAILESH MAKWANA

Digital Sales Deputy Manager

To whomsoever it may concern

Dear Sir/Madam,

I would very much like to discuss opportunities with your organization. Please see from my enclosed resume and if that meets your requirements.

To schedule an interview, please reach out to me by any medium provided in my contact info.

Thank you for taking time to review my application, I look forward to talking with you.

Sincerely,  
Shailesh Makwana

## PROFILE

Analyze data to identify sales opportunities. Develop promotional ideas and material. Continually track digital media metrics and KPIs to ensure growth. Conduct continuous research on the latest industry trends and consumer behavior analysis to develop innovative ideas for the market to generate further revenue.

## CONTACT

PHONE:  
+91 88661 02552

LinkedIn Code:



EMAIL:  
[makwana.shailesh786@gmail.com](mailto:makwana.shailesh786@gmail.com)

## EDUCATION

### Master of Arts

Ahmedabad, April 2006  
Gujarat University  
Percentage: 50%

### Bachelor of Arts

Ahmedabad, April 2004  
Gujarat University  
Percentage: 45%

### 12<sup>th</sup> General Stream

Ahmedabad, April 2001  
Gujarat Higher Secondary Education Board  
Percentage: 64%

### 10<sup>th</sup> General Stream

Ahmedabad, April 1999  
Gujarat Secondary Education Board  
Percentage: 50%

## WORK EXPERIENCE

### Angel One Broking Ltd - Digital Sales Deputy Manager

Ahmedabad – June 2021 till the time

- Handling Team With 20 CSR each
- Online Sales Plan Day/week/Month wise Planning
- Sales Team Headlining & coaching Associate
- Sales Training and improve Associates Skill
- Cross sale (Mutual Fund/Term Plan/insurance)
- Ensuring 100% Achievement of Team Member's KRA.
- Managing In-house Escalation and Ensuring its resolution from client's end
- Maintain performance and Quality.
- Client coordination and update as per Criteria
- Every month Team outing, and team meet
- Actively participating in all Happy world activities
- Maintain Manpower and Planning Roistering
- Performance Review with center Manager
- Sales & Convince

### 5paisa Capital IIFL - Digital Sales Team Leader

Ahmedabad – January 2018 to May 2021

- Handling Team With 25 CSR
- Online Sales Plan Day/week/Month wise Planning
- Sales Team Headlining & coaching Associate
- Sales Training and improve Associates Skill
- Cross sale (Mutual Fund/Term Plan/Advisory Services/gold Loan and collection)
- Ensuring 100% Achievement of Team Member's KRA.
- Brokerage Plan cross Sales
- Maintain MIS and Quality
- Observation Calls and Feedback same time
- Coaching and Training
- Live monitor floor meaning
- Performance review Weekly/Monthly
- Hiring new employees and onboarding
- Generate Revenue in sales
- Employee Qualifier incentives
- Excel formulas /PowerPoint presentation/ Email Education

### Aegis BPO – Team Leader

Ahmedabad – February 2009 to August 2017

- Handling Team With 35 CSR
- Plan Roster Daily/Weekly/Monthly
- Live Audit and Monitor Calls
- Client coordination and update SL/AL as per Criteria
- Maintain performance and Quality
- Ensuring 100% Achievement of Team Member's KRA.
- Managing In-house Escalation and Ensuring its resolution from client's end
- Maintain AHT/Shrinkage/ Quality/Attrition/
- Hiring new employees and onboarding
- Appreciate Employee for excellent work
- Coaching and Training
- Customer Service
- Convincing power
- Build better customer relationships
- Cross Sales Data Plan/Caller tune Plan/Reactivate existing client

### **Hutch CSR BPO Call Center**

Ahmedabad – March 2007 to February 2009

- Working As a CSR
- Daily take a Briefing
- Active Listing to new Plans
- Understood product and planning
- Client Complaint / Request /Query Handling
- Calls Handling and Provide customer service
- Handling HNI Clients
- Guide to Properly Product and Plan with Client
- Daily Report send Manager
- Achieving Rewards Top Gun
- Deliver delightful customer experience

### **EXTRA TECHNICAL CERTIFICATIONS**

---

#### **Diploma in Multilingual Office Automation & Financial Accounting**

From C-DAC, 2005-06 with Grade A

#### **Hardware & Networking IT**

From CHNA, 2013-15 with Grade A

#### **Spoken English**

From Bright, 2008 with Grade A

### **OTHER ACHIEVEMENTS**

---

#### **Shortcut To INDRA (Customer Report Live Check) in Aegis**

From Award for Tata Found Shortcut Key Data, 2010

#### **Monthly R&R**

From Aegis, 2011

#### **Monthly Lowest Attrition**

From Aegis, 2013

#### **Monthly Lowest AHT**

From Aegis, 2014

#### **Highest Activation (R&R PAN India)**

From 5 Paisa Capital IIFL, 2018

#### **120% Target Achievement (Quarterly)**

From Angel One, 2021

### **SKILLS**

---

Customer Focus	95%
Client Retention	95%
Leadership	85%
Management	90%
Mentorship	85%
Team Work	90%
Communication	90%
Listening	85%
Positive Attitude	90%
Computer Literacy	85%
Internet Search	85%
MS Office	80%