
Shyam Kishor Pandey

shyamkpande@gmail.com / +91-9939463302 / Ahmedabad, India 380015

Summary

Goal-driven Sales & Operation Management professional bringing 10-year career history in sales, operation and proven track record of strategic business growth. Skilled at aiding in product marketing efforts. Adept at cultivating productive client relationships through positive rapport, tailored solutions and client engagement. Focused on promoting safety and productivity across multiple business lines. Advanced knowledge of applying trend analysis to create value for customers and profitability for company.

Experience

OYO Hotels and Homes PVT LTD - Area Revenue Head 01/2022 - Current
Ahmedabad

- Achieved company growth and brand development through market expansion and revenue generation.
- Measured key performance indicators, tracking weekly and quarterly volume and revenue figures for our team to meet targets.
- Monitored operations & revenue team performance and provided effective training to help each to reach targets.
- Managed 8 individuals while leading revenue target of defined region.
- Elevated revenue by 140% through effective team leadership, new product development and innovative patron's engagement strategies.
- Maintained effective business operations with hands-on approach and strategic updates to policies and workflows.

OYO Hotels and Homes PVT LTD - Area Business Manager 07/2018 - 12/2021
Ahmedabad

- Responsible for overseeing sales operations, meeting targets and managing the sales & Service team in the region
- Develop efficient and creative sales and marketing strategies for the assigned territory and target setting for the sales team
- Monitoring hotels performance, analyzing sales data, periodical forecasting and reporting to zonal heads
- Identifying and finalizing new properties in the market, and for maintaining relationship with all stakeholders to run these properties

Skills

- Compelling leadership skills
 - Project management
 - Brand management
 - Team structuring
 - Key account development
 - Performance reporting
 - Culture development
 - Persuasive negotiations
 - Profit and revenue-generating strategies
 - Consultative and relationship selling
-

Education and Training

Institute of Hospitality Management
Meerut

Hospitality Business Management

SL Institute

Sitamarhi

Diploma in Computer Application

ITI Delhi

New-Delhi

Diploma in Mobile Engineering

SDS College

Chappra

Intermediate of Science

SS High School

Bhagwanpur, Hat

Matriculation

profitably

- Cross-functional approach through coordination with multiple teams in inter and Intra geographies.
- Managed complete contract lifecycle with success in balancing customer and business demands.

Global Venture Group - Outlet Manager

08/2012 - 07/2017

Doha, Qatar

- Conducted and coordinated on-the-job training for associates to optimize performance.
- Directed and supervised employees engaged in sales, inventory-taking, reconciling cash receipts and performing services for customers.
- Maintained retail store presentation by overseeing merchandise replenishment, customer courtesy and inquiry response.
- Implemented standard operating procedures, training programs and office management systems to train workers and streamline workflows.
- Analyzed variable data for operations to determine areas for improvement, increased efficiency and potential cost savings.
- Spearheaded cross-functional initiative to achieve business goals driving increased revenues and profits.

Royal Orchid - Team Leader

12/2011 - 07/2012

Pune

- Kept work areas clean, neat and free of safety hazards to maximize efficiency.
- Promoted to leadership position in recognition of strong work ethic and provided exceptional customer service.
- Motivated and empowered team members to build customer satisfaction and loyalty to support retention and growth.
- Created and implemented strategies for team members to reach goals.
- Offered training and support to keep team members motivated and working toward objectives.
- Reviewed staff work and gave comprehensive and constructive feedback.

Accomplishments

- Achieved highest conversation pan india and awarded by Mr. Ritesh Agarwal.
- Gujarat Lions award 3 times in a row for best ABM.
- Achieved 00 CID pan India and awarded by COO of the organization.
- Awarded best ABM Pan India by CEO Mr. Rohit kapoor
- In stores and achieved maximum sales in the same category.
- Efficaciously handled 6 months Outlet without store manager and achieved Sales Target.

Languages

Hindi: First Language

English: B2

Upper Intermediate

Hindi: C2

Proficient

Bhojpuri: C2

Proficient
