

SHOPNIL PATIL



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PROFILE SUMMARY

Dedicated manager with extensive sales & operation experience. Developed leadership and communication skills throughout an 8-year career. Prioritize building relationships with clients and successfully encourage all sales team members to take this approach. Ready to utilize analysis capabilities to improve efficiency and profits and identify areas that can be improved. Organized and capable of managing multiple accounts simultaneously.

An effective communicator with excellent relationship management, interpersonal, and negotiation skills.

WORK EXPERIENCE

4th Feb 2022 to Present	Regional Manager Financepeer <ul style="list-style-type: none">Managing the sales & operational activities for our SAAS (Software as a Service) based solutions in the given territory.Led and managed team members engaged in administering SaaS software implementation and training.Strategize product modifications as per customer analysis.Oversaw large portfolio of projects to support teams, report progress and influence positive outcomes for key stakeholders.Build and handle all HNI portfolios.Documented processes to streamline setup, customization, and maintenance.Coordination with Sales, Operation, and Technology teams for smooth processing.Coordination with the operations team for the disbursement process.Maintaining long-term relationships with educational institutes (K-12, Colleges/Universities)Establish/Develop partnerships with educational institutes (K-12, Colleges/Universities)Supervising team to ensure an excellent end-to-end customer experience.Expert in Rapport building, self-motivated and fast learner.Driving the team of BDM & Area Manager and assigning daily tasks to them.Handling collections along with client acquisitions.
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<p>12th April 2018 to 25th January 2022</p>	<p>Sr. Area Manager Next Education India Pvt. Ltd.</p> <ul style="list-style-type: none"> • Experienced operations professional with a demonstrated history of working in the software as a service (SAAS) industry. Knowing Project Management, Project Implementation, Support & Training, and Account management. • Appoint business partners for the Company. • Generating MIS Reports (Weekly, fortnightly, and monthly). • Advising and updating clients on various products and giving presentations to stakeholders. • Analyzing and communicating technical aspects of products to clients. • Managing client relationships and building brand awareness. • Handling the team of BDM and assigning daily tasks to them. • Conducted client training through virtual meeting platforms such as Zoom, Google Meet, and Microsoft Teams. •
<p>2nd January 2017 to 5th April 2018</p>	<p>Business Development Executive ICFAI Group</p> <ul style="list-style-type: none"> • Approaching the Corporate, Corporate Hubs & Professionals for Corporate to gather the database follows them, and enrolls them in respective specific Professional Programs offered by ICFAI University. • Maintain Weekly & Quarterly Reports. • Conducting various BTL activities at colleges and coaching institutes to reach Aspirants. • Tap existing and new colleges to achieve the targets. • Re-enforce and maintain good relations with existing and prospective clients to solicit new business for the branch. • Perform an Event at desired Corporate or Corporate – Hub & Gather the valuable Database. • Lead Generation of aspirants by telecalling, and e-mailing. • Counselling of parents and students.
<p>11th November 2014 to 18th November 2016</p>	<p>Sales Officer ICICI Bank</p> <ul style="list-style-type: none"> • Ensure quality new acquisition on CASA for Resident/Non-Resident accounts, Demat, HSL, and Credit cards through Referrals from cold calls in the catchment area. • Penetration of FD to existing and new customers. • Ensure quality customer service is delivered. • Meet productivity norms defined through the support of channels and own efforts. • Lead generation of customers and closure by tele calling emailing, and tapping walk-ins wherever possible. • Generating leads for other products and passing the same to the follow-ups. • Ensure customer satisfaction through regular engagement. • Resolve customer queries/issues and facilitate customer service. • Maintain periodic status reports, including daily activity reports and calls/follow-ups made.

EDUCATION

SR.NO	DEGREE	SCHOOL/COLLEGE	BOARD/ UNIVERSITY	YEAR OF PASSING
1	BSc in H&HA	IHM AHMEDABAD	NCHMCT	2014
2	12 th	Army School	C.B.S.E	2011
3	10 th	Army School	C.B.S.E	2009

CERTIFICATIONS

- Leadership: Practical Leadership Skills Udemy, June 2020.
- Successful Negotiation: Master Your Negotiating Udemy, June 2020.
- Complete Fitness Trainer Certification: Beginner to Advanced Udemy, June 2020.
- Certificate of 17th-week internship from Royal Orchid Blue Stone, Gurgaon.

SKILLS

- **Computing:** -
Having knowledge of information technology (IT), including Microsoft Office and financial software & systems.
- **Problem-solving:** -
Solving key business or finance issues for both companies and individuals.
- **Communication:** -
Working effectively within a team to accomplish key objectives.
- **Customer service:** -
Ensuring that the needs of the customers are always put first and that they are provided with excellent customer service at all times. Living by the motto, "The customer is king."
- **Time management:** - Managing one's time effectively, especially when working on multiple projects or with various clients at the same time.
- **Interpersonal skills:** -
Having the ability to communicate well with others around you. •
- **Teamwork:** -
Working effectively within a team to accomplish key objectives.

PERSONAL DETAILS

- Date of Birth: 6th January 1992
- Languages Known: English, Hindi, Gujarati & Marathi
- Address: B/405, Giriraj Residency, Nr. Victoria hight b/h S.R.P Quarters, B/h Dharnidhar bungalows, Nava Naroda, Ahmedabad, Gujarat-382345