

# AKSHAY DESHMUKH

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**Email address:** akshaydeshmukh2009@gmail.com

**Date-of-birth:** 22.05.1991

## Objective:

Successful manager with over 7 years of experience working in sales and management. Enthusiastic and outgoing sales professional who enjoys working with people and providing insightful and honest product information to interested consumers. Organized, dependable, and energetic leader who has the proven ability to effectively motivate fellow colleagues. Confident communicator and able presenter in everything from sales pitches to departmental presentations. Reliable, trustworthy, and ethical professional who takes pride in building business, brand awareness, and product loyalty through integrity and honesty.

**CORE SKILLS:** MS office, MS Excel, Spreadsheet, Outlook

## Academic Profile:

**Qualification** Bachelors of Engineering (2010-2014)

**Discipline** Electronics and Communication Branch.

## WORK EXPERIENCE

**NoBrooker.com** (Ahmedabad)

**Position:** Senior manager

**Duration:** Oct 2020 till Jan 2023

**Position:** Senior Business Account Manager

**Duration:** Jan 2023 till Present

### Duties

- \* Following up on leads and winning new clients.
- \* Developing and implementing strategic plans to manage and grow.
- \* Retaining clients and building strong, trusting relationships.
- \* Understanding client needs and identifying new business opportunities within your portfolio.
- \* Providing superior customer service and ensuring client satisfaction.
- \* Communicating and coordinating with internal teams to deliver solutions.
- \* Identifying opportunities for improvement and proposing new tools and processes.
- \* Supporting sales teams to improve their performance and reach targets.

**Amazon.com**

**Role:** Relationship **Manager**

**Duration:** June 2020 till Sep 2020

### Duties

- \* Understand customer needs and develop plans to address them
- \* Identify key staff in client companies to cultivate profitable relationships
- \* Resolve customer complaints quickly and effectively
- \* Forward upselling and cross-selling opportunities to the sales team
- \* Promote high-quality sales, supply and customer service processes
- \* Aim to preserve customers and renew contracts
- \* Approach potential customers to establish relationships
- \* Gain solid knowledge of competitors

**Motif India InfoTech Pvt LTD Ahmedabad.**

**5 years of Experience as a Customer Care Executive (MakeMyTrip)**

**Team Leader 2017-January 2020**

**Responsible for overseeing the day-to-day operations of the team, distributing the workload evenly amongst the staff and making sure motivation and performance levels are maintained.**

**Duties:**

- \* *Training new team members.*
- \* *Acting as a resource for other staff members.*
- \* *Managing team performance and progress.*
- \* *Enforcing all company approved policies and procedures.*
- \* *Constantly looking for ways to improve processes.*
- \* *Monitoring the performance of junior staff.*
- \* *Completing team-related paperwork.*
- \* *Implementing new initiatives and making sure all staff understand them.*
- \* *Taken action to correct and staff shortcomings.*
- \* *Managing and monitoring staff attendance.*
- \* *Giving prompt and accurate information on individual staff member performance.*
- \* *Attending and participating in team meetings.*
- \* *Ensuring a clean, safe and friendly working environment. \* Reporting to senior managers.*

## **AREA OF EXPERTISE**

- *Supervising Staff*
- *Completing Paperwork*
- *Managing Process*
- *Conflict Management*
- *Staff Motivation*
- *Decision Making*
- *Handling Complaints*

## **Co-curricular Activity/Achievements:**

- *Successfully organized farewell events in the college and office*
- *Choreographed and participated in Dance Events in college and office*
- *Enthusiastic about sports specially for Cricket and Football with maximum participation in Both.*

## **Hobbies**

- *Won several top performer awards in tenure ship of more than 3 years at Motif company.*
- *Traveling & Photography*
- *Current affairs. Political Conversation and speeches.*