Moinahmedkhan R Babi

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**PROFESSIONAL SUMMARY**:

* An ardent professional who can successfully handle wide range of functions using a combination of creative, strategic and problem-solving skills.
* Successfully developed clientele through proactive client outreach and the ability to build and maintain relationships with new clients.
* Consistently achieved sales target and created a client contact system that substantially improved client relations and increased sales through effective networking.
* Rigorously modelled and supervised selling environment, provided consistent coaching on sales training process to ensure the highest level of customer service and sales.
* Hired and trained new associates and make sure that they adhere to company policies.
* Exhibited a high level of leadership presence within all aspects of the business and other internal departments.
* Establish and monitored work schedules and staffing issues to effectively manage payroll expenses.
* Develop and monitor Key Performance Indicator (KPI) to ensure sales associate success.
* Maintained high level of accuracy with customer detail and paper work.
* Effectively led teams of employees in a fast paced working environment.
* Developed, implemented and monitored business development strategies to increase company revenue.
* Experienced working within acceptable TAT and work process to incorporate changes in processes so as to achieve quality, productivity and compliance standards.

**SKILLS:**

**Business Development Employee Relations**

**Networking Quality Analysis**

**Recruiting/Hiring Team Building**

**Customer Service Client Communication**

**Training/Development Microsoft Office**

**Scheduling Cost control**

**WORK EXPERIENCE:**

* **Assistant Sales Manager** **Dec 2018 to Present**

**Rang Info soft Pvt Ltd. Ahmedabad, GJ**

* Promoted Rang Technologies Inc. as an employer of choice by developing relationships & acquiring new business from preferred pharma company vendors, Pharmaceutical companies and Clinical Research Organisations.
* Managed full recruitment cycle of Data Science and Analytics professionals in Pharmaceutical, Retail, Finance and Web Services sector.
* Developed new business by proactively contacting HR managers, Sales managers and Project managers of prominent companies across USA and by providing them qualified consultants on contract.
* Identify, evaluate, negotiate and manage strategic partnerships and contracts with preferred vendors and direct clients.
* Devised a new screening process to streamline analytics recruiting process.
* Directed recruitment/training/staff development initiatives to maximise productivity and revenue potential through development of a sales team.
* Establish sales goals, manage budgets, devise sales forecasts to maximise sales and profit.
* Successfully increased employee retention by creating a positive work environment.
* Achieved over 150% direct hire placement targets in an assigned quota of given quarter.
* Identified prospects though a variety of sources – cold calling, networking, referrals, events, job websites, carrier fairs, LinkedIn & Social networking websites.
* Catered variety of analytics jobs including Data Scientist, Clinical SAS Programmers, Data Analyst & Developers, Clinical Data Manager, Clinical Research Associate.
* Proficient in screening candidates, sourcing strategies, personality evaluation and gauging consultant as per client needs.
* Managed teams of up to 30 sales recruiters.
* Conduct monthly performance review of team and report to superiors.
* Improve team performance by counselling and preparing performance improvement plan.
* Hired and coached new employees to ensure maximum work performance.
* Effectively train new employees and help them achieve their allotted placement targets.
* Organised RNR activities, summer picnic and social gatherings.
* **Sr. Sales Recruiter**  **Nov 2015 to Nov 2018**

**Rang Infosoft Pvt Ltd. Ahmedabad, GJ**

* Creation and implementation of employment marketing campaigns and online searching of vendors or clients looking to hire analytical candidates.
* Responsible for screening of qualified active and passive candidates.
* Collaborate with sales managers to understand, assist and execute bench sales strategies.
* Extensive understanding of US tax terms and types of employment visa.
* Development of job description and pre-qualification inquiries.
* Assist candidates in arranging job interview and extensively prepare them for interviews as per client expectations.
* Generated employment opportunities by creating various marketing campaigns on social networking websites and online job posting mediums.
* Achieved over 150% direct hire placements in an assigned quota of given quarter.
* Instrumental in utilising job portals like Indeed, Career Builder, Monster, Dice, etc. to generate leads of vendors/direct clients and convert them into profitable business.
* **Team Leader Jan 2013 to Mar 2015**

**Motif India Infotech Pvt Ltd. (now TTEC) Ahmedabad, GJ**

* Ensure that all the team members follow the work process guidelines set by the client.
* Objectively assess and constructively criticize the quality of product skills of associates to the defined criteria.
* Conduct Team meetings, QA sessions, One-on-One sessions and Side-by-Side with the team
* Meet required no. of QA scans, creating reports and summaries and manage the team.
* Handle calibration call/session with the client and get the doubts clarified.
* Continuously review and fine-tune the Quality Assurance strategy to ensure it meets the business requirements and customer expectation.
* Handle time sensitive and confidential documents independently.
* Identify outliers and assist them in the performance improvement with the help of performance improvement plan.
* Escalate team clarification/issues to the client whenever required.
* Allocate tasks to the team, update team attendance and conduct performance review
* Create weekly/monthly Quality performance review presentations and present to the client.
* **Customer Service Representative Jan 2012 to Dec 2013**

**Motif India Infotech Pvt Ltd. (now TTEC) Ahmedabad, GJ**

* Processing coupons sourced from different affiliate networks and presenting on client website which included validation and editions for coupons according to defined guidelines.
* Created the best priced deals for the website deals2buy.com which is the largest visited website in the North America.
* Processed coupons and adds for our premier client RetailMeNot
* Resolving customer queries & issues on the call or chat communication.
* Working on different ad-hoc projects requested by the client.
* Also worked for publisher approval where I was responsible to review publisher applications and accept/reject them based on merchant criteria.
* **Customer Service Representative Dec 2010 to Oct 2011**

**Aditya Birla Minacs Vadodara, GJ**

* Worked as back office assistant where I was responsible for re-instating insurance policies according to employer’s defined guidelines.
* Handling customer issues and queries on the call & selling insurance products through telesales.

**EDUCATION:**

* **Bachelor of Business Administration – 2005**

GLS Institute of Under Graduate Business Administration, Gujarat Uni., Ahmedabad

**Projects**:

1) A general project report on Havmor Ice cream in 1st year

2) A marketing report on Coca-Cola in 2nd year

3) A grand project report on customer attitudes towards confectionary industry in final year

**ACTIVITIES AND ACHIEVEMENTS:**

* Awarded Highest Sales Achiever Award for the year 2016, 2017, 2018 & 2019 at Rang Technologies Inc.
* Received 7 Top Performer Awards and an Agent of the Year Trophy for the year 2013 at Motif India Infotech Pvt Ltd (now TTEC)
* I am interested in Hiking, Travelling new places and Farming