Rohan Virendra Khatri

**Mobile:** +91-9909643143 ~ **E-Mail:**rohan1\_khatri@yahoo.co.in

**In quest of assignment in Business Development with a reputed organisation.**

**Profile Summary & Achievements**

****

* **7.5 years of qualitative experience in Retail Sales & Marketing, Customer Care, Office Administration & Operations, Recruitment, Training and Client Servicing.**
* **7.5 years’ experience divides to 12 months in Ahmedabad, 12 months in Surat, 3 months in Kutch & 3months in Vapi & Valsad, 27 months in Mehsana & 30 months in Palanpur and from Jan’2018 working here in Himatnagar till date.**
* Currently Working with **VODAFONE MOBILE SERVICES LTD** as a **RETAIL STORE MANAGER from 2 years 10 months.**
* A great achievement in SABARMATI GAS was to bring down the outstanding of Mehsana city to 7 lacs from 25 lacs and it is maximum decrease than all other 10 sites of SGL in just a year and also achieved the new PNG connections target of year 2014-15.
* Rewarded by the award of Best store manager among 73 stores managers of Gujarat in the month of July’2016 and also got a first prize while induction & products training among the batch of 25 employees at Vodafone.

**Academic Credentials**

****

**Total English Medium Education**

2007-09 M.B.A in Marketing & Finance from Sanghvi Institute affiliated to D.A.V.V Indore (M.P) with 63%.

2003-06 Graduation in B.com computers from Dr.Vijay Lal College affiliated to Dr. H.S.G University, Sagar (M.P) with 53%.

2001-03 H.Sc in Mathematics from St. John’s Convent School, Damoh (M.P) with 53%.

**Current Contour**

****

**Vodafone Mobile Services Ltd**

**Growth Path:**

From Apr’2015 Till now **Store Manager-Retail (On Vodafone Payroll)**

**Accountabilities:**

* Handling whole Retail Sales & Store operations with the team of 10 employees.
* Performing for Profitability and Revenue growth of Store.
* Store Management, Employee Management, Team motivation and their training.
* Customer Handling – Query, Request and Complaint resolution and providing them satisfactory outcomes.
* Maintaining and improving Quality of Service and Sales.
* Daily cash reconciliation and Merchandise reconciliation.
* Daily tracking of sales achievements of product mix of at least 10 products.
* Monthly reviews on all product mix and decision making on further developments and target achievements.
* Responsible for daily flow of products updates of my company and competitors to my team.
* Participating in marketing activities of company in festivals and some special events.
* Looking after the maintenance of store infrastructure, electronic and electrical items of store.
* Monitoring the performance of team members and ensuring that customer services standards are maintained as per company norms.
* Handling other duties and responsibilities as and when need arises.

**Previous Contours**

****

**Sabarmati Gas Ltd-Mehsana (Joint Venture of GSPC & BPCL)**

**Growth Path:**

From Jan’2013 To Apr’2015 **PNG Coordinator-Marketing (Customer care centre In-charge)** Adecco Payroll

**Accountabilities:**

* Handling the team of 4 people at office i.e. 1 executive, 1 Recovery guy and 2 cashiers & on field 1 billing contractor, meter readers & 1 direct marketing contractor who has the team of 5 each.
* Revenue addition by marketing & sales of new PNG connections in existing & new areas.
* Business development by daily survey of new societies and potential villages for new connections.
* Surveying new areas with feasibility of gas connection according to PNGRB rules and its safety standards with Projects and Operations & Maintenance departments.
* Recovery from almost 500 defaulter customers from customer base of approx 20,000 customers in Mehsana.
* Monthly Surprise vigilance visit of 30 customers in their premises to check for misuse or wrong installations of gas pipes.
* Organizing safety awareness campaigns in societies and villages regarding gas consumption.
* Coordinating with post offices regarding our bill payments done at their branches.
* Daily cash and cheque reconciliation of bill payments done by customers every day at CCC.
* Preparation of daily, weekly and monthly MIS and reporting it to head office (Gandhinagar).
* Coordinating with project and operation & maintenance departments to get works done on time correctly.
* Bill generation bimonthly of approximately 6200 customers of Mehsana in SAP & CRM.
* Uploading of application forms in bulk in SAP of new customers.
* Customer satisfaction by solving their queries regarding bill explanation, corrections or physical alterations at their premises etc.
* Instructing billing contractor for timely submission of correct readings from Gas meters of customers to me and each bill to be delivered on respective address on time.

****

**Vodafone Stores, Ahmedabad & Surat, Gujarat**

**Growth Path:**

Feb’2010 to Jul’2012 **Customer Relations Executive** (RAF member) Adecco Payroll

**Accountabilities:**

* Organizing marketing activities/promotional events for schemes & products to enhance brand visibility.
* Ensuring that sales targets are achieved for data card, prepaid, blackberry services and postpaid new connections.
* Handling corporate customers, platinum customers of the company, coordinating with GPRS customers in helping them to do manually settings in their handset.
* Sales for VAS services like, WCC cards, hello tunes, tarot cards, etc.
* Generating lead for new connections with existing customers & pursuing them for getting business.
* Monitoring the performance of team members and ensuring that customer services standards are maintained as per company norms.
* Visit to entire Gujarat at Vodafone Stores, on replacement of Executive, Cashiers, Team coaches & Store Managers while they are on temporary or permanent leave.

**Core Competencies**

****

**Sales & Marketing / Business Development**

* Developing sales plans designed to assure achievement of agreed volume, revenue, and market share and profit objectives.
* Conceptualizing & implementing strategies for acquiring business from new clients &effectively using existing accounts.
* Identifying and networking with prospective clients, generating business from the existing accounts.
* Conducting meetings for setting up sales objectives and designing / streamlining processes to ensure smooth functioning of sales operations.

**Team Management**

* Leading, training & monitoring a team to ensure efficiency in sales operations and meeting of individual and group targets.
* Creating and sustaining a dynamic environment that fosters career development opportunities and motivates high performance among team.

**Training**

****

* Attended training& workshops on:
* Soft skills, Customer Centricity & Customer delight.
* Marketing, Sales and Product Related Training.
* Business Etiquettes & Vodafone way to care customers.

**Computer Proficiency**

****

* ECC Production & CRM module in SAP.
* MS-Office & Vodafone Applications like CPOS & CRM.
* Internet

**Personal Dossier**

****

Permanent Address : 36, Shrivastava Colony, Beside Vaishali Nagar, Damoh (M.P.)

Current Address : A-1, 401, Maple Crystal, Sahkari Jin Road, Himatnagar, Gujarat-383001

Date of Birth : 27th June, 1985

Linguistic Skills : English, Hindi, Punjabi & Gujarati

**Current CTC : 5.20 lacs Per Annum**