**NIKUNJ PATEL**

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**Professional Profile**

Results-oriented Strategic Planner who implements marketing and advertising campaigns by assembling and analyzing sales forecasts.

**Qualifications**

* Retail Marketing
* Program Marketing
* Marketing Campaign Management
* Business Development
* Customer Relationship Management (CRM)

**Achievements**

Awarded “most promising BDO” for contributions to southern & Scottish energy. Oversaw campaign that reached excessive clients for new join business development Officer.

**Experience**

**Call Centre Manager**

**Xcend Media Marketing June 2018 To Ongoing**

Responsible for assessing the quality of the performance of our center associates who deal with our existing & potential customer. The will monitor inbound/outbound call, Emails responses, other backend transactions to assess associates demeanor, technical accuracy, customer service performance, and conformity to company policies and procedures.  
The individual will assist in developing, creating and implementing center quality processes and procedures; as well as making recommendation for enhancements to training materials as needed to enhance the overall customer experience.  
  
Responsibilities:  
Participates in design of call monitoring formats and quality standards  
Performs call/transaction monitoring and provides trend data to site management team  
Uses quality monitoring data management system to compile and track performance at team and individual level  
Performs monitors of customer care email responses or back end process transactions  
Participates in customer and client listening programs to identify customer needs & expectation  
Provides actionable data to various internal support groups as needed  
Lead the team of quality analysts and be an effective People Manager as well

Current Package:3.6 L/Annum

**Development Manager**

**EDELWEISS TOKIO LIFE INSURANCE** Jan 2018 till April2018

Job Description:   
  
Agent Recruitment - Develop various sources of agent hiring & build a team of agent & agent pipe line.  
Agent Development - Development of agent prospecting habits, calling habits and work habits. Work with agent on planning and reviewing of activities and goals.  
Meet Business targets - Achievement of monthly, quarterly & yearly business plans. Improve agent productivity & persistency  
Customer Centricity - Be Company brand ambassador & a customer champi

**Centre manager** Jan 2016 till jan 2017

**RIGHT CLICK EDUCATION**, **Ahmedabad**

* Looking for new Business opportunities and arranging meetings Planning for the presentations and collecting information needed for development of the business Communication with prospective clients about new products implementation Reviewing and rewarding the competitive growth Preparations of the reports Generating a Sales with fresh leads.

**Civil Enforcement Officer** June 2012 to Nov 2015

**NSL Services Ealing Council London**

* Patrolling to make sure that regulations are being followed Recording and issuing Penalty Charge Notices Checking parking meters and car park equipment, and reporting damage or faults Checking that car parks are clean and tidy Reporting defective signs and road markings Identifying and reporting abandoned vehicles Explaining regulations to motorists and advising them about parking facilities Checking tickets and taking payments in some car parks Working with other professionals like police community support officers or the police to report incidents like crimes or anti-social behavior Reporting vehicles that have no valid tax disc.

**Checkout Operator** Jan 2012 to June 2012

**Primark Wood green London**

* Using a computerized till system that has a bar-code scanner Scanning items for customers Weighing and pricing items such as fruit and vegetables Using special tools to remove security tags Checking customers' ages for restrictions on items like alcohol Packing and wrapping purchases Processing store loyalty cards, coupons and vouchers Taking payments and making sure the till balances at the end of the day.

**Area Sales Manager**  April 2011 to Jan 2012

**Scottish & southern Energy**

* Maintains records of accounts and orders and develops prospect lists.
* Sets up and displays sample merchandise at parties or stands.
* Orders or purchases supplies and stocks cart or stand.
* Distributes product samples or literature that details products or services.
* Writes orders for merchandise or enters order into computer.

**Regional Sales Manager**  Aug. 2010 to April 2011

**Mark Group Energy**

Forecast sales targets Prepare reports and statistical data Generate business leads Attend meetings, training, seminars and other sales events Come up with innovative ideas Follow through on sales leads Increase company revenue Call potential clients Use sales databases and applications.

**Education**

ELECTRONICS AND COMMUNICATION ENGINEERING from Bundelkhand University

HONOUR of Diploma in International Marketing from Brighton School of business development

**Affiliations**

Sai Management educational services.

Ahmedabad education Group.

Ealing council London.

Eon energy London

Tesco group of company.

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**Interests**

Cricket is a sport, I can never say no to. Music is the part of my life

Highly interested in singing; done many stage shows

International Travel, Hiking, Tennis

**Skills**

Sales & Marketing: Energy Companies

Team Leading: London Council CCTV Enforcement

Surveillance with police authority: London Ealing council

Cash Flow Maintenance: Primark London

Public Relation: SMES, RCE,EDELWEISS TOKIO

**Additional Information**:

Have knowledge of product Marketing, Conflict management, CCTV operation, Public safety