Govind Krishna Ramesh

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**Professional Summary**

Critical sales management and leadership role shaping strategic outcomes, providing team leaderships, achieving client centric results and exceeding KPI’s. Applied confidence and knowledge to develop relationships based on mutual trust and respect. Highly awarded, made strong inroads in developing strategy to support long term objectives. Supported a team that was responsible for overseeing the turnaround plans for underperforming subsidiary companies, which included carrying out root cause analysis, as well as developing and executing business transformation plans.

**Highlights of Qualification**

* Strong leadership and teamwork skills- Assisting co-workers with tasks and lead a team during internship. Computer literate including proficiency in MS Office Applications
* Able to work under pressure and multitask- Assigned a major project during internships which were major tasks involving companies and handled different companies at a time
* Interactive, outgoing, and able to work with others professionally and pleasantly- Internships were a platform to interact and to be working with other industry professionals as well as banks
* Well-developed business communication skills (phone, in person and writing)
* Languages known English, Hindi, Tamil, Malayalam.

## Education

* **International Business Management and Logistics System – Saint Clair College, ON (2019 – 2020)**
* Capable of investigating target market demands and determining the best opportunities for export
* Proficient in analyzing financial statements, manage cash flow and apply the most appropriate International Commercial Terms to transfer the cost and risk when moving goods from the seller to the buyer
* Trained in building spreadsheet formulas, merge productivity apps with outlook along with everyday usage of Microsoft Word as required by the course.
* **Bachelor of Commerce – Sacred Heart College, India (2015 – 2018)**
* Comprehensive understanding of contemporary business practice across all areas of business management.
* Know how to conduct business in a multicultural environment, spanning international borders and working cross culturally.
* Being able to use critical thinking to analyze and interpret information to make informed decisions.

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### Work Experience

* **Customer Service and Technical support – Single Point Group International Oct 2020 – Present**
* Maintaining strong client relations by handling inquiries and concerns with professionalism.
* Gathers information and diagnose technical issues.
* Manage database records and settling client requests.
* Focus on sales efforts by studying existing and expected volume of vendors.
* **Line Cook -The Dunfield Retirement Residence (SHIPLAKE PROPERTIES) July 2020 – Present**
* Performs inventory checks and completes food storage logs.
* Provide quality and informative customer service to the residents.
* Developed measures that precisely followed food costs all the more effectively which resulted in more savings every month.
* Managed and guided peers which resulted in an increase in overall performance and productivity.

### Operations Manager – Krishna Industries, India June 2017 – Nov 2018

### Ensured that all operations are executed in an appropriate and cost-effective manner. Improving operational management systems and practices.

### Purchased materials, plan inventory and oversee warehouse efficiency.

### Perform quality controls and monitor production KPI’s.

* **Business Development Associate - Byju’s Think & Learn, India Nov 2018 – Feb 2019**
* Achieved sales goals every week.
* Showcased capabilities to clients and helped them identify the product and service they need.
* Proactively engaging contact with customers.
* Ensuring the CRM database is accurate and up to date.

### Achievements

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* Member of Kerala State Small Industries Association (KSSIA) – June 2017 – Nov 2018
* Developed a new sales pitch by analyzing and categorizing customers into different categories.
* Became team leader at Byju’s within a month.

**Reference available upon request**