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06 Jun 1997



Indian

Summary

Professional Sales Operations Analyst, mastered in Microsoft Power Platforms, Excel, Microsoft Office, and CRMs. Providing sales analysis, evaluating and predicting sales trends to help optimize promotional strategies by gathering and analyzing data. Using CRM and Data Visualization software to prepare detailed sales reports and to recommend ways to improve the company's profitability. Provided oversight and management of the sales team in the GCC region to ensure efficiency and effectiveness. Analyze and optimize data sets, reports, and sales applications. To determine the potential of the market for the focus accounts, conducted in-depth market research. Assisted the management team with forecasting reports, the identification of patterns and trends, and the analysis of financial metrics.

Work Experience



Sales Operations Analyst

BYJU'S (Dubai - GCC Region)

Mar 2021 – Present

- * Designed web applications and tools to simplify the performed by the employees.
- * Achieved insight and information from reports by analyzing and forecasting data.
- * Visualized reports and dashboards in Excel.
- * Established systemised support to a sales force of more than 200 individuals.
- * Integrated and facilitated latest tools and processes.
- * Enhanced and standardized the process by building PowerApps.
- * Deployed Power Automate to create smart, simple and autonomous workflows.
- * Implemented Power Automate to reduce human effort by 95%.
- * A strong working knowledge of CRM tools and managing large databases.
- * Supervised sales campaigns and streamlines the technical process for the campaigns.
- * Employee training on the latest products and processes.
- * Spearheaded the improvement of the quality control process.
- * Managed lead resources and ensured the optimal utilization of the resources.

Achievements

- * Created 30+ powerful automated bots.
- * Built 15+ Power Applications.
- * Developed an application for the sales team to calculate prices.
- * Implemented automations and workflows to reduce mundane tasks for colleagues.
- * Developed a single application that automatically processes and performs support requests based on the support request type. This reduced 2000+ support emails in 3 months.

Business Development Associate BYJU'S

Jan 2020 - Feb 2021

- * Boosted revenue by bringing in and cementing relationships with new clients and optimizing servicing of existing customer accounts.
- * Planned marketing initiatives and leveraged referral networks to promote business development.
- * Negotiated contracts and closed sales with new and existing clients.
- * Maintained substantial knowledge of company products and services to provide top-notch expertise to customers.

Education

Bachelor of Technology - Computer Science & Engineering (Tamil Nadu, India) Jun 2015 – May 2019

Skills

Strong Analytical Skills
Power Automate
SharePoint
Microsoft Power Platforms

Process Improvement
Market Research
Microsoft Excel
Cross-functional -
Team Leadership
Microsoft Power Apps

Market Research
Forecasting
Customer Relationship
Management (CRM)
Data Analysis

Languages

Malayalam, Tamil, English and Hindi