

NIRVIKAR PANDEY

Regional Manager-North India Sales,
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Summary:

A Solution focused, proactive Regional manager with 5 years of experience in constantly driving excellence in delivery in retail industry. I am responsible for the overall revenue, Enterprise Sales, Partner acquisition, Key account management, team building and coaching of the organisation in the region.

Working as a Regional Head at GOFRUGAL Technologies helps me to connect with the various types of Retailers, Restaurateurs and Distributors across India markets who are in need of technology to automate their businesses. Everyday technology is multiplying and seeing its growth in IT industry, I believe that a sales consultant having consultative approach can help a business expand at faster rate, which is where I excel.

Expertise: Goal & vision setting, Multi-disciplinary team building & leadership, Coaching, Consultation, People management, Client Management, Establishing and Growing Relationships, Strategic Marketing/Sales Planning.

Professional Experience:**Regional Manager - North**

Dates Employed Aug 2017 – Present

Employment Duration 2 Years 10 months

Location New Delhi

1. Strategize sales plans for short- and long-term objectives and quotas in alignment with business objectives.
2. Hire, coach, set goals and monitor performance of sales representatives and direct reports.
3. Analyse regional market trends and discover new opportunities for growth.
4. Analyse account profitability and determine sales technique, advertising and market penetration with sales representatives.
5. Manage significant opportunity pipeline to guarantee success and regional growth.
6. Collaborating with cross functional teams to assure timely delivery of services to clients and pledging that client's expectations are met.
7. Regular joint work with regional field team and access their capabilities by doing SWOT analysis.
8. Promote a common vision within the team by adopting best practices like Refer and research, learning by doing, joint work, potw and hackathon.
9. Recommends product lines by identifying new product opportunities, and/or product, packaging, and service changes; surveying consumer needs and trends; tracking competitors.
10. Coaching team of 12 members of direct sales & implementation with 10 plus channel partner in 7 states of North India.

Area Manager - North

Dates Employed Aug 2016 – Jul 2017

Employment Duration 1 year

Location New Delhi

1. Committed to growth and boosted sales by 80%.
2. Gathering customer requirements and understanding their business policies and standard operating procedures.
3. Provide input into developing and modifying systems to meet prospect needs and develop business specifications to support these modifications.
4. Mapping customer requirements against GOFRUGAL business automation solution and providing consultation with best practices.

5. Maintaining and expanding customer base by building rapport with key customers & identifying new customer opportunities.
6. Conducting Onsite Demos for prospects, creating commercial proposal for order closure & managing customer relationship during complete customer life cycle.
7. Creating, enhancing and improving customer experience and driving business through channel partners.
8. Collaborating with cross functional teams to assure timely delivery of services to clients and pledging that client's expectations are met.
9. Hired, supervised and trained new sales associates.
10. Maintained a bustling sales territory, managing 8 sales executives and 5 product consultant and their respective programs.

Manager – Presales

Dates Employed Jan 2016 – Jul 2016

Employment Duration 7 month

Location Chennai

1. Recruiting Presales executives based on regional bandwidth requirement to multiply online pull prospects.
2. Creating an effective induction plan aligning with organization work culture and role-based training.
3. Coached a team of 15 on cold calling, lead qualification, product demonstration and sales closure.
4. Automated redundant manual process and increased team productivity to increase market reachability & sales efficiency.
5. Managed 10+ channel partners in 5 states and ensured an increase of partner business revenue by product and sales training.
6. Responsible for Enterprise sales. Build, develop and manage a complete Enterprise sales pipeline until closure.
7. Ensured retention of corporate customers by collaborating with customer support & product teams.
8. Creating digital marketing strategy and budget based on ROI reports.
9. Presenting team's monthly sales performance and plan for next month based on current pipeline.

Team lead- Presales

Dates Employed July 2015 – Dec 2015

Employment Duration 6 month

Location Chennai

Started my career in GOFUGAL as I was placed directly here from Campus recruitment drive. We were inducted with an effective "learning by doing" approach which included hands-on experience of our solution and customer interactions. My responsibilities as I started my role as a Sales and Marketing fresher included –

1. Lead generation through cold calling and inbound pull lead management.
2. Prospect qualification through consultative and solutioning approach to gather requirement & document it.
3. Product demonstration to the prospect based on gathered requirement & creating relevant quotations/proposals.
4. Objection handling, Price negotiation and Commercial finalization for sales closure.
5. Coordination with Product Delivery team for smoother implementation process and successful project handover.
6. Daily / Weekly and Monthly Reporting with effective next day planning to ensure 100% productivity.
7. Competition analysis and product feedback to product teams for market relevant enhancements.
8. Created Website contents, Blogs, Email marketing campaigns etc based on relevant market research.
9. Won the "Rookie of the year" award in GOFUGAL's annual award ceremony.
10. Won the "Best Learner of the year" award in GOFUGAL's annual award ceremony.

Academic Excellence:

Degree	Year	Institute, University/Board	%/CGPA
M.Tech Material Science	2015	NIT, Trichy	8.6 CGPA
B.Tech Mechanical	2011	JSS College Noida	66.02%
Class XII	2006	UP Board	74.45%
Class X	2004	UP Board	71.16%

Software skill set:

Operating System: Windows XP/7/8/10

Packages: Microsoft Office (Word, Excel, Power point)

SQL- Basic

Certification:

Cold calling Mastery

Lead generation foundation

Sales Forecasting

Sales- Closing Strategies

Customer Handling

Project Management

Projects:

Development milestone for sales team

- Perform from day 1 and session 1.
- Learn each business verticals and contribute to company on vertical's demand generation.
- Learn to use the tools to work efficiently and effectively.
- Skill up with motivation.
- Helps in acquiring necessary skill to spot opportunity by diving learning and development into stages of Incubate, Nurture, take wings, Fly high.

Digital maturity of business

- Understand customers that how much they are digitally matured in terms of software usage with our digital tools.
- Recommend our solutions based on their current level.
- Help customers to save their time, resources and cost by suggesting right digital solutions to help them to become digitally matured business.
- Win add-on, additional training orders and happy customers and more references.

Agile incentive structure for sales and implementation

- Promote healthy teamwork.
- Inculcate the habit of continuous learning and improvement.
- Incentive is split among the team members based on their contribution in winning the order.
- To enable every sale, PC & Partners to earn Incentive month on month.

Sales automation

- Help customer experience trial by sharing video with respect to user's responses & personal discussion/help.
- Build customer confidence with their experience.
- Improve the win rate from trial installations and lower the cost of sales.
- Gather usage analytics of trial as a part of customer history, engage accordingly.

Chat Bot

- Worked along with CTO and designed the work flow of presales bot response.
- Worked on quality of questions and responses for bot along with my team.