

Result -oriented professional with close to 10 years plus of experience in Financial Sector/ Client Acquisition, Business Development, Client Servicing and management consulting. Demonstrated capability in managing full cycle of client acquisition including prospecting, follow up, negotiation & closing the deals.

Expertise in building and maintaining healthy business relations with HNI clients, with strong commitment to customer service, ensuring high quality timely service and winning customer loyalty.

Excellent team motivator possessing strong leadership, communication, presentation & organizational skills. Proficient in excelling under high pressure situation & meeting deadlines under diverse environment.

Person of the year in 2006 by times magazine

Area of Expertise

- | | |
|------------------------------------|----------------------------------|
| ○ Business Development | ○ Client Relationship Management |
| ○ Team Management | ○ Work Execution |
| ○ Analytical thinking | ○ Target Achievement |
| ○ Customer Satisfaction/ Retention | ○ Strategic planning |

Professional Experience

- ◆ **Mastermind Group (Feb. 2016- till date)**
- ◆ **Consultancy and Research solutions.**

Position: Management consultant.

Key Deliverables:

- ◆ The Consultant is expected to demonstrate a deep understanding of business practices and processes, as well as, strong tactical and strategic abilities.
- ◆ Monitor the Customers business performance and Key accounts.
- ◆ Establish new modules of marketing and sales with Key Customers.
- ◆ Assist in Marketing Strategy for Existing and new customers and support them on the execution front.
- ◆ Responsible for monitoring the entire operations of the business
- ◆ Responsible for managing client's projects independently, preparing client-ready materials for delivery (i.e. summary reports, proposals etc.) and reviewing the work with the junior team members to work on the implementation of the systems and processes.
- ◆ To maintain an awareness of macro business issues impacting clients by conducting and analyzing research on a variety of client related issues.
- ◆ Responsible for independently coordinating client's meetings and events.

- ◆ Responsible for budgeting, scope management and quality control.
- ◆ To interface with all levels of staff and have regular interaction with them in the client's organization regarding project or client related issues.
- ◆ Responsible for Handling and resolving conflicts from client's side
- ◆ Analyze the repetitive Incidents and addressing the root cause in order to reduce/eliminate such repetitive Incidents from recurring.
- ◆ Initiate an action plan based on customers' feedback & any inputs from the management.
- ◆ Assist peers, superiors, and other staff members in day to day activities as & when required.
- ◆ Study organization structures and methods to guide them bring in professionals and do required changes when and where required.
- ◆ Raise an alarm bell as and when the systems deviate from the standard
- ◆ Ensure strict adherence of all the systems & processes from peers, juniors & the senior management
- ◆ Ensure that any project / task at hand is completed within the stipulated time to avoid cost overrun & delays
- ◆ Entrust responsibility & accountability on the concerned persons for completing any project / task
- ◆ Ensure that the organizations achieve greater efficiency by reducing the non-valuable activities and focusing on the high value activities.
- ◆ Inform management in case any project is getting delayed due to any unforeseen circumstances
- ◆ Study the systems and procedures of the organizations and help them streamline the processes as per the industry standards and keep a keen eye on it with regular follow up.
- ◆ Present a daily dashboard to the top management to keep them informed of the progress of the project
- ◆ Have regular meetings [once in a week/ fortnight/month] with top management to apprise them of the status of project / task
- ◆ Train / empower concerned people enabling them to carry out the task independently once you are disengaged from the project.

◆ **Stallion Intellectual Private Ltd (June 2014- Jan 2016)**

Position: Business development manager

Key Deliverables:

- ◆ Effectively search prospective clients and generate business through an enthusiastic Team.
- ◆ Hire the team where required according to the organization structure
- ◆ Develop and maintain relationships which benefits key clients.
- ◆ Overcome client resistance/objections to products and educate them about the current operational processes.
- ◆ Manage the workflow and processes and keep the HOD informed about the progress overall India.
- ◆ Build new systems and processes if required to streamline the regular workflow
- ◆ Drafting and implementing the processes designed for the easy workflow.
- ◆ Recruit agents pan India with the standard criteria fixed by the management and Train them by visiting the clients with the agents for business development
- ◆ Effectively communicate functional details and client requirements to operations team.

- ♦ Regularly update about any change in the operational processes and ensure to get update about any process change from their end.
- ♦ Make easy and handy processes for the team to manage their daily routine work with higher efficiency
- ♦ Reviewing the current operating procedures and advising to develop the systems required for better working environment.
- ♦ Discussing current systems with the team and monitoring the systems and processes at all levels of the organization.
- ♦ Regular monitoring of the workflow, manuals and job descriptions to update the changes as required.
- ♦ Training and developing the team and guiding them to improve their sales skill which also includes marketing, data analysis, deep diving and concluding to drive business in their focus areas.
- ♦ Review the systems and processes with the management of regular intervals to make it more result oriented and enhance the productivity of the team.
- ♦ Recording and analyzing the organization's systems, reports and records of the organization.
- ♦ Discussing the business shortcomings with clients of regular intervals and guiding them to fulfil the organizational objectives.

♦ **Versatile fabrics. (Jan 2013- March 2014)**

Position: Business Development Manager.

Key Deliverables:

- ♦ Research and build relationships with new clients.
- ♦ Set up meetings between client decision makers and company's practice leaders/Principals.
- ♦ Plan approaches and pitches, work with team to develop proposals that speaks to the client's needs, concerns, and objectives.
- ♦ Discuss the shortcomings of the organization with the management and derive action steps to solve them.
- ♦ Handle objections by clarifying, emphasizing agreements and working through differences to a positive conclusion.
- ♦ Constant exchange of information with marketing team to maintain the adequate level of sales quality.
- ♦ Assisting in developing the departmental objectives and plans to satisfy the customers' demands with efficient use of the organizational resources.
- ♦ Coordinating with HNI clients and dealers for more effective communication and thus generating better business.
- ♦ Hire professional staff for the team in the organization structure as per the need of the organization.
- ♦ Drafting and development of standard operating processes for the department.
- ♦ Help in building the systems and processes for the department with smooth work culture to fulfill the organizational objectives.
- ♦ Build and follow strong reporting system for the department.

- ♦ **Solid Sensex. (August 2011 to Dec 2012)**
Position: Team leader.

Key Deliverables:

- Carry out research and data collection to understand the core processes of the organization.
- Conduct analysis on regular intervals to bring out the interpretations to tackle the weak areas of the organization.
- Developing the objectives and strategies of the organization with the assistance of the management.
- Create an inspiring team environment with an open communication culture
- Delegate tasks and set deadlines to Oversee day-to-day operation
- Assist in implementing the systems and processes in the organization
- Discuss the areas of improvement with the clients and work on them.
- Monitor team performance and reports on MIS.
- Discover training needs and provide product training to the team members.
- Listen to team members' feedback and resolve any issues or conflicts

- ♦ **Divine fin-caps. (Dec 2010 to July 2011)**
Position: Management trainee.

Key Deliverables:

- ♦ Understand the product benefits and advantages and make strategies accordingly to execute it on right time.
- ♦ Overseeing the client's projects and writing reports.
- ♦ Enter and update customer information in the database of the organization.
- ♦ Compiling and presentation of the information.
- ♦ Complete the sales process after the sales is closed with all the kyc documents from the customers.
- ♦ Overseeing and keeping a track on the standardizations and objectives of the organization.
- ♦ Record the organizational processes and update the changes required to the management on regular intervals.
- ♦ Keep records of calls and sales and note useful information.

Associated with a few NGO's like.

- Pathshalla : It works for education backward class kids in surat.3 years
- AKRHB-It works for the health of community members on regional level (Surat)8 years
- AKREB-It works for the education of community level kids (4 to 16)-6 years

Academic Credentials

- ♦ **B.M.S (Bachelor of Management Studies) from Mumbai University in 2010.**
- ♦ **Maharashtra State Board Higher Secondary Certificate, in 2007.(HSC)**
- ♦ **Maharashtra State Board Secondary School Certificate, Mumbai in 2005.(SSC)**
- ♦ **IT SKILLS:** Well versed with Microsoft Office

Personal Dossier

Date of Birth : AUGUST 17, 1988

Languages Known : English, Hindi, and Marathi

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