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Result -oriented professional with close to 10 years of experience in Financial Sector/ Client Acquisition, Business Development, Client Servicing and Management consulting. 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.

### **Area of Expertise**

Business Development	Client Relationship Management
Team Management	Target Achievement
Customer Satisfaction/ Retention	Strategic planning

### **Professional Experience**

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

**Position: Management consultant.**

#### **Key Deliverables:**

- ♦ Assist in Marketing Strategy for Existing and new customers and support them on the execution front.
- ♦ To maintain an awareness of macro business issues impacting clients by conducting and analyzing research on a variety of client related issues.
- ♦ 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
- ♦ Initiate an action plan based on customers' feedback & any inputs from the management.
- ♦ Study organization structures and methods to guide them to bring in professionals and do required changes when and where required.
- ♦ 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.

- ♦ 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.
- ♦ 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.
- ♦ Develop and maintain relationships which benefits key clients.
- ♦ Overcome client resistance/objections to products and educate them about the current operational processes.
- ♦ Drafting and implementing the processes designed for the easy workflow.
- ♦ Effectively communicate functional details and client requirements to operations team.
- ♦ Reviewing the current operating procedures and advising to develop the systems required for better working environment.
- ♦ 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.

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

**Position: Business Development Manager.**

**Key Deliverables:**

- ♦ Research and build relationships with new clients.
- ♦ 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.
- ♦ 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.
- ♦ Build and follow strong reporting system for the department.

♦ **Solid Sensex. (August 2011 to Dec 2012)**

**Position: Team leader.**

**Key Deliverables:**

- ♦ 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.

♦ **Divine fin-caps. (Dec 2010 to July 2011)**

**Position: Management trainee.**

**Key Deliverables:**

- ♦ 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.
- ♦ Keep records of calls and sales and note useful information.

**Associated with NGO's like.**

- ♦ Pathshalla : It works for the education of backward community kids (age group 4 to 16)- associated since last 3 years.
- ♦ AKRHB-It works for the health of Ismaili community members on regional level (Surat) associated since last 8 years
- ♦ AKREB-It works for the education of Ismaili community kids -associated since last 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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