



Business Development Manager

Vinay Karnase

Professional summary

I am a motivated and experienced Business Development Manager with over 8 years of extensive experience in the field. I am adept at creating and implementing effective strategies to expand business opportunities, build relationships with clients, identify key accounts, and increase sales. My strong communication and interpersonal skills have enabled me to successfully develop relationships with customers and create new business opportunities. My biggest achievement as Business Development Manager was increasing sales by 25% in the first year of implementation of my strategies. My key strengths include a good understanding of market trends, the ability to analyse complex data, excellent negotiation skills, and the determination to close deals within tight deadlines. I also possess exceptional problem-solving skills and the ability to work effectively in cross-functional teams.

Experience

Statistical Field Investigator

July 2016 - August 2017

1. National Sample Survey' (NSSO) / India, Nagpur, Maharashtra.

As a Statistical Field Investigator at the National Sample Survey (NSSO) in India from 2016-07 to 2017-08, I was responsible for collecting and analyzing data on various social and economic aspects of the country. This role allowed me to utilize my strong analytical skills and attention to detail to contribute to important research projects.

- Conducted surveys and interviews with individuals and households
- Collected and organized data using specialized software
- Assisted in designing survey questionnaires
- Presented findings to team members and higher authorities

Relationship Executive

August 2017 - July 2019

Axis Securities Ltd / India, Nagpur, Maharashtra

As a Relationship Executive at Axis Securities Ltd, I was responsible for maintaining and enhancing client relationships, promoting financial products and services, and achieving sales targets. With my excellent communication and interpersonal skills, I was able to effectively understand and fulfill the financial needs of clients while providing them with exceptional customer service. My strong knowledge of financial markets and products allowed me to provide valuable insights and advice to clients.

- Built strong relationships with clients
- Promoted financial products and services
- Exceeded sales targets
- Provided exceptional customer service
- Understand financial needs of clients

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Education

Master of Computer Management (MCM)

- 2017

Dr. Ambedkar Institute of Management and Research, Dikshabhoomi, Nagpur University, Nagpur.

India, Nagpur, Maharashtra.

Master of Arts (MA) - Economics

- 2013

Dr. Ambedkar College, Dikshabhoomi, Nagpur University, Nagpur.

India, Nagpur, Maharashtra.

Bachelor of Arts (BA)

- 2008

Shri. Shivaji Arts & Commerce College, Amravati University, Amravati.

India, Amravati, Maharashtra.

Hssc (12th)

- 2005

Maharashtra State Board, Nagpur

India, Katol, Maharashtra.

Ssc (10th)

- 2003

Maharashtra State Board, Nagpur

India, Katol, Maharashtra.

Skills

Technical Skills.



Sales & Marketing



Networking



Presentation Skills



- Gave valuable insights and advice
- Strong knowledge of financial markets

Assistant Manager- Teller/WD

August 2019 - September 2020

HDFC BANK LTD / India, Katol, Maharashtra

Drove operational excellence as Assistant Manager at HDFC BANK LTD, Katol, boosting customer satisfaction and optimizing transaction workflows.

- Demonstrated meticulous attention to detail and compliance with financial protocols as a proficient Teller/WD.
- Successfully marketed and sold CASA products, including Current and Savings Accounts.
- Enhanced revenue through cross-selling of financial products such as RD, FD, Debit/Credit Cards, and various loans (Auto, Personal, Home, Education).
- Expanded financial portfolio offerings by promoting Third Party Products like Mutual Funds, SIPs, Life Insurance, and related services.
- Managed high-volume cash transaction counters with precision and accuracy.
- Maintained rigorous cash handling procedures, including entries and daily cash report generation.
- Streamlined operational activities, ensuring efficient customer service and processing of financial instruments like DD, FD, POs, and electronic transfers (RTGS & NEFT).
- Oversaw secure PIN issuance, duplicate PIN registers, and managed OSC cheque processing and lodgment.
- Administered meticulous maintenance of Inward & Outward registers, ensuring the issuance of deliverables such as cheque books, debit cards, welcome kits, and PINs.
- Conducted daily customer meetings and maintained comprehensive Security Stock Registers.
- Ensured prompt resolution of customer queries and proficient use of "Flexcube Software" for banking operations.

Assistant Manager - (CSO)

October 2020 - October 2021

UTKARSH SMALL FINANCE BANK / India, Navi Mumbai, Maharashtra

Spearheaded sales of CASA products, including Current and Savings Accounts, enhancing customer financial management.

- Drove cross-selling initiatives for RD, FD, Debit/Credit Cards, and a spectrum of loans: Auto, Personal, Home, and Education.
- Expanded financial portfolio offerings through the promotion of Third-Party Products like Mutual Funds, SIPs, and Life Insurance.
- Managed high-volume cash transaction counters with precision, ensuring accurate cash entries and report preparation.
- Executed a range of operational activities, including customer service excellence, processing DD, FD, POs, and facilitating RTGS & NEFT transactions.

IT sales, Software sales.



Direct Marketing, Lead generation, New client acquisition, Crm sales, ERP sales.



Decision Making & Management Skills.



Strong Customer Service Skills.



Leadership Skills.



Saas software sales.



Knowledge of Salesforce Application




M.S Office & Internet Application.




English Typing 30 &40.



Awards

 Star Service Excellence Award

Courses

 **Advance Diploma in Computer Hardware & Networking Professional (RHCE &CCNA).**
2012
GT Computer Hardware Engineering College Pvt. Ltd.

Languages

◆ English ◆ Hindi ◆ Marathi

Personal info

- ◆ Date of birth: 14 September 1987
- ◆ Nationality: Indian

- Maintained PIN issuance and duplicate registers, ensuring secure and efficient customer service.
 - Processed OSC checks and managed lodgement of inward/outward clearing with due diligence.
 - Oversaw the issuance of cheque books, debit cards, welcome kits, and PINs, contributing to a seamless customer onboarding experience.
 - Conducted daily customer meetings, fostering strong client relationships and addressing financial needs.
 - Maintained all security stock registers meticulously, ensuring compliance and inventory control.
 - Managed daily stock of essential banking kits and instruments, including CASA Kits, DDs, Cheque Books, FD Receipts, Insta Kits, and Debit Cards, ensuring operational readiness.
 - Boosted CASA sales & cross-sold financial products, enhancing customer portfolio
 - Executed seamless cash transactions & maintained accurate financial reports
 - Delivered top-tier customer service, managing complex banking operations
 - Oversaw secure handling of sensitive materials, including PINs & transaction docs
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Key Account Manager

November 2021 - May 2022

PAYTM SERVICES (One9 Communication Pvt Ltd) / India, Navi Mumbai, Maharashtra

As a Key Account Manager at PAYTM SERVICES, I was responsible for managing and maintaining relationships with key clients, ensuring their satisfaction and continued partnership with the company. I collaborated with cross-functional teams to develop and implement strategies to meet clients' needs and drive business growth.

- Developed and maintained relationships with key clients
- Ensured client satisfaction and retention
- Collaborated with cross-functional teams for strategy implementation
- Drove business growth through effective account management.

Onboarded key merchants for PAYTM QR

- Managed B2B relationships & growth
 - Expanded PAYTM's merchant network
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Relationship Manager

May 2022 - May 2023

Petpooja! (Prayosha Food Services Pvt Ltd) / India, Navi Mumbai, Maharashtra

• Spearheaded sales of Petpooja's comprehensive restaurant billing software, catering to a diverse clientele including Fine Dining, QSR, Cafés, Food Courts, Cloud Kitchens, and dessert shops.

- Demonstrated proficiency in showcasing Petpooja's robust POS features such as Billing, Inventory Management, KOT, Reporting, Menu Customization, CRM, and Integrated Online Ordering to potential clients.
 - Excelled in delivering IT services and IT consulting within the F&B industry, positioning Petpooja as a leading solution for restaurant management platforms.
 - Sold Petpooja billing software
 - Targeted diverse F&B sectors
 - Demonstrated key POS features
 - Provided IT & consulting services
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Business Development Manager

May 2023 - December 2023

UrbanPiper Technology Pvt Ltd / India, Navi Mumbai, Maharashtra

- Spearheaded sales initiatives for UrbanPiper, a comprehensive restaurant billing software management platform tailored for diverse food service establishments including Fine Dine, QSR, Café Food Courts, Cloud Kitchen, and Ice-cream & Dessert shops.
- Expertly demonstrated UrbanPiper's multifaceted POS features such as Billing, Inventory, KOT, Reports, Menu, CRM, and Online Ordering to potential clients, effectively translating technical capabilities into business benefits.
- Actively engaged in IT services and IT consulting within the F&B industry, positioning UrbanPiper as a key player in restaurant management solutions.
- Sold UrbanPiper billing software
- Targeted diverse F&B sectors
- Demonstrated key POS features
- Expert in IT services & consulting