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Seeking Software IT Sales / Inside Sales / Business Development roles in Career with a growth-oriented Organisation

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## PROFESSIONAL SYNOPSIS

- Sales and Business Development professional with 13 years of experience in Inside Sales, Key Account Management and Business Development and Sales majorly with IT / Software product and service companies. .
- Skilled and well versed with enterprise account management, project management, lead generation, cold calling, cold visit, cross selling, negotiation, demonstration, new product marketing, and business development. Over the past years I have worked with all kinds of Industry BFSI, Manufacturing, Medical, Educational institutes, BPO's, Consultants and System Integrators.
- I hold knowledge and experience in IT Products and Microsoft Products like D365 Business Central, Dynamics 365 CRM, Power Platform (Power BI, Power Apps, Power Automate, Power Virtual Agents, and Azure etc. Apart from that Unifired Contact Center Solution (Auto Dialer) CTI – Computer Telephony System, Voice Logger, IVRS etc.

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## CORE COMPETENCIES

- Enterprise Business
- Inside Sales
- Business Development
- Account Planning
- Team Player
- Client Relationship Management
- Problem Solving
- Team Management

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## ORGANISATIONAL EXPERIENCE

**Oct. 2022 till Nov 2023 Business Development Consultant in Compusoft Advisors / V-serve (Microsoft Gold Partner)Thane Maharashtra.**

-Responsible for revenue generation for Mumbai and PAN India domestic market for direct selling Microsoft Products and Services and solution to prospects like Manufacturing, Retails, BFSI, Hospitality, Manufacturing companies etc.

-To reach out to potential prospects via mail, phone, LinkedIn, and cold visits and to meet with the existing customers and prospects to discuss business needs and recommend optimal solutions.

-As a part of the Strategic Sales team at Compusoft Advisors / V-Serve, my role is to identify and execute the next steps for lead generation and increase Company's annual revenue and bring new business / clients.

- Source new sales opportunities through inbound lead follow-up and outbound cold calls and emails
- Market research (Research accounts, identify key players and generate interest)
- Understand customer needs and requirements
- Handled existing customer renewals, Sending reminder for upcoming renewal, sharing renewal quote, negotiation, revised quote, follow up for closure PO, and update the payment and implementation status.
- Maintain, Develop and expand database of prospects, updating CRM simultaneously.
- Lead generating campaigns via email, calls, and Social media platforms like LinkedIn etc.
- Assisting the customer and SME team at our end during the requirement gathering and demo session.
- Timely Quote / Proposal creation follow up for feedback / PO an archive closure,.

## Products Offerings –

- M365,MS CRM, Dynamics 365 Business Central, Dynamics 365 CRM, Microsoft Power Platform , Microsoft Azure Services

## Highlights:

- Achieved almost 100% renewals.
- Won customers account for the D365 CRM (Fully Customization Project) , Holo Lens, Azure , and won MS licenses business deals.

**Nov 2020 till Aug. 2022 Business Manager Chhattisgarh in Engineering Equipments (Korba – Manitou Backhoe Loader Dealer).**

- Handling whole dealership business, service team in Chhattisgarh.
- Contact person for OEM team for parts Order / Purchase, Returns, Warranty Parts etc.
- Keeping the track of leads, follow ups, demos etc.
- Keeping the daily work activities of the team and the, parts sale, collections, etc.
- Creating quotation, Proforma Invoices, Invoices, RTO registration, keeping in touch with loan provider's team.
- Frequent Client visits and product presentation.
- Studying various Industry sectors, data digging for concerned client details and tele-calling for prospecting.
- Selling products by establishing contact and developing relationships with prospects, recommending solutions.
- Identifying current industry trends, market activities, and competitors.
- Prepared reports by collecting, analyzing, and summarizing information.
- Monthly report on Lead/ opportunities, Client visit Data, prospecting, lost deals.
- Monthly report creation for profit / loss.

**Products Offerings:**

Manitou: Construction Equipment's Sales and Services in Chhattisgarh (Manitou MBL 745)

**Highlights:**

- 1) Sold the Machine parts in Chhattisgarh.
- 2) Sold 7 Backhoe loader, and 2 old machine of exchange.
- 3) Also started personal Nankeen Snakes business at local level.

**Feb.2020 till Oct. 2020 as a Sales Consultant in Credentek Software Mahape (Software Product Company - .BFSI)**

- Identify new business opportunities, target markets, and customer segments to expand customer base in BFSI business verticals.
- Build and maintain strong relationships with key clients and stakeholders and generate new business and renewal business.
- Analyze market trends, competitor activities, and customer feedback to identify opportunities for improvement and growth.
- New lead generation through cold calling, mass mailing, LinkedIn, cold visits etc..
- Taking care of renewals of existing customer, quotation, proposal, PO and Payment follow up till closure.
- Keep an eye on BFSI Tenders regularly by visiting their websites and help team for preparing tender document.

**Products offerings:**

- FanTail-P - Managed File Transfer System (MFT),
- AnyRecon - Reconcile Anything Anywhere,
- iDDS - Doorstep Delivery System, Business Banking App - Extend Your Banking Network With Guaranteed Security,
- FOS - Template Based Customer Onboarding & Servicing Solution for Liability and Asset,
- KidsBanc - Financial Inclusion & Financial Literacy Among Children

**Highlights**

- Won a renewal business deal of a reputed Bank for Credentek, that was stuck for a period and recovered the Purchase Order and Pending Payments.

**June 2013 till Aug 2019 worked as Assi. Manager Projects, Support, Inside Sales) for Teckinfo Solutions.**

**Inside Sales:**

- Responding to leads assigned in the CRM , understand the requirement, document the requirement
- Do the face to face meet if required and the demo.
- Use LinkedIn for customer profiling, create key contact list account wise connect with them over LinkedIn.
- Mass mailing, cold calling over the phone to generate leads for PAN india location and assigning the leads to respected sales team.
- Follow up for PO , Payment and closure

### Project Management:

- Understand client expectations and clarify requirements from a business point of view; Statement of Work along with the integration workflow structure to be discussed & finalized with the client
- Develop a detailed project plan to monitor and track progress
- Coordinate internal resources and third parties/vendors for the flawless execution of projects
- Manage the relationship with the client and all stakeholders. Establish and maintain relationships with third parties/vendors
- Ensure that all projects are delivered on-time, within the scope and within budget while maintaining minimal tech involvement & customization
- Manage changes to the project scope, project schedule and project costs
- Report and escalate to management as needed
- Upon successful completion of the project, ensure the end users are trained to use the product effectively.

### Support Operations:

- Log the support calls into the system to generate and share the ticket within 15 min and assigning them to support team and keep the track. Till closure of the ticket.
- Handling customer escalations, understanding the issues and coordinating with customer and support team for the solution and the time line.
- Daily, Weekly Monthly MIS preparation sharing with HO for support cases and team performance individually and escalations.

### Highlights:

- Maintained existing customer loyalty by providing timely support services handled escalations with the help of team for years and generated handsome business revenue for the company..
- Worked upon more than 300 assigned leads and done the demo visits to the clients and educated clients for the right solution.

### Products Offerings:

Unified Communication Solution called **Interdialog** ( CTI – Computer Telephony Integration System) a well-known and stabilised Contact Centre Solution , IVRS , Galaxy CRM , Voice Logger and more.

#### Sept. 2011 till Dec. 2011 worked with Drishtisoft Solutions as Area Sales Manager Mumbai.

- Responsible to generate the new business in the West (Mumbai) region.
- Responding to assigned inquiries, speak to the clients, understand the requirements , do the visits demo and closure.

### Products Offerings:

- Contact Center Solution named as **Ameyo** (Auto dialer – unified communication Solution) .

#### Aug 2010 till August 2011 with Teckinfo Solutions as Senior Sales Executive Mumbai .

- Finding/Generating requirement for the Contact Center Solution.
- Making cold call and visits to find the prospects.
- Discussion on the solutions with the key people form the organization like IT Head, Operation Head, and CEO's.
- Preparing Business documents for the prospects.
- Arranging the solution presentation and demo with the help of technical tem and with senior colleagues.
- Sending the quotation and closing the deal.
- Payment collection.

#### August 2008 – July 2010 with CSInfocomm Pvt Ltd as Asso. Sales Executive Mumbai.

- Finding requirement for the Software Solutions.
- Making cold call and visits.
- Discussion on the solutions with the key people form the organization like IT Head, Operation Head, and CEO's.
- Preparing Business documents for the prospects.
- Arranging the solution presentation and demo with the help of technical tem and with senior colleagues.
- Sending the quotation and closing the deal.
- Payment collection.
- Visits to the clients

**Products Offerings:**

- **Aspect Software - Unified Communication Solution.**

**Highlights:**

- Closed deals for 200+ seats. One of them is a good name in BFSI and another one is a new Business Vertical for the company to work with where we had to provide the complete technology setup for the client's Contact Center (Call Center) and we did it successfully with the team work.

**Feb. 2007 – Dec 2007 with Accent Consulting Vashi Navi Mumbai as Sales Executive Mumbai.**

- Finding requirements.
- Making cold calls and visits.
- Making presentation at the client site and demos.
- Documentation as well as preparation of Quotation which are useful to measure the cost of the software for client.
- Successful implementation of the software(s) as per customer requirements.
- Closing and payment collection.
- Giving training and support.
- Team work.

**Products Offerings :**

- Biometric Machine for Time and attendance and Payroll software
- HRMS Software

**QUALIFICATIONS**

1. **MBA (IT)** from Indira School of Management Studies in 2007.
2. **Master in Marketing Management (MMM)** from University of Pune in 2007.
3. **B.Com. (Taxation)** from Kamla Nehru Collage Korba Chattishgarh in 2004.

**PERSONAL DETAILS**

- Date of Birth : 6<sup>th</sup> September 1981
- Residential Address : NG Vihar , Flat – 104 , Bldg – 4, Vartak Nagar, Thane west , Pin – 400606, Maharashtra , India
- Languages Known : English, Hindi
- Marital Status : Married

**Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_