Vicky Manuel

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**Educational Qualifications**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Year** | **Course** | **Board/ University** | **Institute** | **%** |
| 2013-16 | B. Com. (BMS) | Mumbai University | Mumbai University | 59% |
| 2013 | HSC | Maharashtra board | Chetana’s college of commerce and economics. | 61% |
| 2011 | SSC | Maharashtra board | Infant Jesus High School. | 70% |

**PROFILE:**

Trustworthy Sr. City Manager with 9 years of practical experience and dedicated work ethic. Self-motivated to consistently provide first-class results in line with stringent targets and deadlines.

**Work Experience**

## **Healthplix Technologies**

**Sr. City Manager**

*04/2022 – Till Now*

## To Relaunch Inactive Doctors/Accounts for the entire Maharashtra Region

## Nurture our Key Accounts/Doctors within the Region by providing exceptional support.

## Directed policy decision-making and strategy development for the region.

## Generated monthly and annual sales reports to determine growth and areas requiring improvement.

## Monitored sales team performance and provided training to help reach targets.

## Mentored employees in successful selling techniques and encouraged cross-selling additional products and services.

## Maintaining the quality of Sales within the region by getting involved in every sales done by BDE and ensuring that the experience of the doctor was seamless

## **Vedantu Innovations Private Limited**

**Sr. Academic Counselor**

*06/12/2021 – 30/04/2022*

* Convert leads who take demo from our website
* Price negotiation and explaining the product in a detailed manner to convince the lead to take course from our company rather than the competitors.
* Planned and executed new strategies to increase sales.

## Managed complaints with calm, clear communication and problem-solving.

## Mentored employees in successful selling techniques and encouraged cross-selling additional products and services.

## Customized service offerings to accommodate consumer needs.

## Showcased product features and benefits to drive sales.

## Closed large sales to exceed quota and align with company targets.

## **Whitehat Junior**

**Sales Manager**

*22/09/2020 – 10/03/2021*

## Achieve growth and hit sales targets by successfully managing the sales team

## Design and implement a strategic business plan that expands company's customer base and ensure strong presence.

## Educated customers on available processes and services.

## Shared comprehensive brand and product knowledge to maximize sales.

## Generated sales by prospecting leads, cold calling and closing deals.

## **Emm-Aar Printing works**

## **Production Supervisor**

## *01/2018-06/2020 (2.5 Years)*

* Key role was to control, organize and monitor the flow of printed materials.
* Checking schedules, confirm product specifications, arrange adjustments, oversee the work of staff and monitor the quality of the product, ensuring deadlines are met.
* Checking the accuracy and viability of the product specification.
* Allocating, distributing and checking work with available staff.
* Managing production staff and trainees.
* Keeping contact with clients to ensure specifications are carried out.
* Communicated with clients to obtain a better understanding of improvements required and successes.

## **Tech Mahindra**

Process- Vodafone Australia

**Senior Customer Executive**

## *05/2017-09/2017 (6 Months)*

* Dealing with customer complains.
* Identifying and assessing a customer’s needs to ensure they are satisfied.
* Speaking with customers via email, live chat and phone calls.
* Keeping detailed records of customer interactions and being in charge of customer account details.
* Generating sales leads.

## **Concentrix Daksh**

Process- Jet Airways

## **Subject Matter Expert**

## *01/2014-05/2017 (3.5 Years)*

* Key role was to provide all necessary help and support passengers which includes check-in, baggage processing, reservations and ticketing and boarding of flights.
* Handling escalations and creating Root cause Analysis report for the clients.
* Managing Team, providing training to the trainees.
* Giving quality feedbacks and process updates to the agents and sharing reports to the process manager as well as with the clients.
* Trained, coached and mentored new hires to increase team productivity.
* Resolved customer queries and problems using effective communication and providing step-by-step solutions.
* Closely monitored and supervised staff operations, providing extra training and assistance to struggling individuals.

**Social & Extra-Curricular Participation**

* Infant Jesus Church; worked for **Sneh Sadan NGO** and helped in providing food, clothes and education for girl child.
* Organized **educational awareness campaign** and providing free tuition services in Slum areas every Sunday.
* Won various inter college **cricket competitions**.
* Participated in **High School Musical 2** dance competition

**Hobbies**

* Cricket
* Singing
* Dancing
* Travelling

**Additional Skills**

* Focused
* Hard Working
* Team Player

Diploma Course