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# Gagandeep Singh Oberoi

18/8, Prem Nagar, Janakpuri, New Delhi-110058

Experienced sales manager with territory management and closing experience. Strong people and interpersonal communication skills with excellent verbal and written communication skills and strong computer, Excel and CRM experience.

## Work Experience

04/2016 - Present

### Customer Grievance Manager CARS24 Services Private Limited

- Heading Dealer Grievance Team
- Creating SOP and defining TATs for all client complaints.
- Conducting Sales team training for better customer satisfaction and retention.

08/2015 - 04/2015

### Assistant Sales Manager - Team Lead CARS24 Services Private Limited

- Handling the team of 5 sales managers for their respective regions.
- Nurturing key partner relationships through personable communication and effective target standards.
- Management of P&L of the Area, mentoring, training, target setting, strategy development, acquisition, client retention, client relationship management.

01/2015 - 08/2015

### Sales Manager Zomato Media Pvt. Ltd.

- Major role in acquiring new clients and client retention.
- Playing vital role in getting new merchants on board from areas of low revenue generation.
- Recognized for exceptionally high client acquisition in the region. Attained 2nd position in the global Sales team of 100 members.

01/2013 - 12/2014

### Head Of Sales Eastern Embroidery Collections Pvt. Ltd.

Garment exporter to North America and Europe and working with ZARA, GAP and H&M.

- Improved relations with suppliers by organizing an effective and time bound payment schedule
- Oversaw the establishment of 2 production facilities and increased output by over 200% and reduced inventory turns by 50%.
- Increased revenues by 167% within the first year in Sales.

## Education

04/2009 - 04/2013

### B. Tech. - Electronics and Electrical Maharaja Surajmal Institute of Technology, G.G.S.I.P.U. , New Delhi

07/2001 - 03/2009

### High School - Undergrad St. Francis De Sales School, New Delhi

## Skills & Competences

Process Optimisation



Sales &amp; Acquisition



Team Management



Customer Handling



## Personal Projects

Summer Intern, Intern Voith Hydro Pvt. Ltd., Noida (06/2011 - 07/2011)

- Worked with the company learning different modules of SCADA and Control of Hydro Power Plants.
- Conducted a time management study and submitted proposals to senior management

## Languages

English

*Expert*

Hindi

*Expert*

Punjabi

*Expert*

## Interests

Working out in gym. | Reading motivational books. | Social work with NGO (Art of Living Foundation)