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Gagandeep Singh Oberoi
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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.

Skills & Competences

Process Optimisation

Sales & 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)

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