

VARUN YERASURI

SALES AND OPERATION MANAGER

PHONE | (+91) 9666354677
EMAIL | Varun.yerasuri@gmail.com
LOCATION | Hyderabad, INDIA
EXPERIENCE | 2 Years 6 Months

Key Skills

- Outbound Process
- Sales Strategy & Execution
- Market Analysis
- Process Improvement & Optimization
- Business Development Operations
- Inventory And Resource Management
- Facility Operations Management
- Customer Service And Escalation Handling
- Operations Planning And Strategy
- Client Relations And Communication
- Sales And Revenue Operations
- Technical Support And Problem Resolution

Certification

- Auto Cad
- Revit
- Manual Testing

Profile Summary

Results-driven Operations with over 2.5 years of combined experience in operations and customer service within fitness, healthcare, and construction industries. Demonstrated expertise in facility operations, client relations, and problem-solving with a proactive approach. Adept at overseeing complex operational tasks, enhancing customer satisfaction, and maintaining high-quality service standards.

Work Experience

Sales and operation Manager

cult fit

04/2023 - Present

- Handling the gym operations of partner gyms dealing with the revenue operations and also dealing with customer success operations and the development of the gym,
- Making calls to the B2C for escalations queries, and handling customer escalation, and client queries Established strong relationships with clients through effective communication and attentive customer service.
- I handled customer relations issues, enabling quick resolution, and client satisfaction.
- Collaborate with cross-functional departments, including marketing and finance, to optimize business processes and improve service delivery.
- Implement CRM solutions and digital tools to streamline sales operations and enhance customer experience.
- Handle key client negotiations, closing deals and contributing to overall business growth.

Technical sales and operations

Zuari Cement

06/2022 - 12/2022

- Analyze market trends, competitor activities, and customer feedback to identify growth opportunities. Collaborate with the marketing team to develop sales strategies.
- Provide detailed technical presentations on cement types, grades, applications, and performance benefits.
- Explain the advantages of different cement compositions, including Portland, blended, and specialty types of cement, tailored to various construction projects.
- Advise on proper usage, mix designs, curing techniques, and aftercare for optimal performance.
- Coordinate with production, supply chain, and logistics teams to ensure timely delivery of cement to customers.
- Manage inventory levels to avoid shortages or excess stock, balancing cost and demand.
- Ensure that cement being produced and delivered meets the technical standards and regulatory requirements.
- Oversee quality testing procedures at the plant or on-site, including strength testing, chemical composition, and consistency checks.

Product Specialist

Earth Elements

03/2021 - 12/2021

- Dealing with the us client in the estimation and the design of the floor plans in the product
- Work closely with the design and product development teams to provide insights gathered from customer feedback and market trends.
- Collaborate on refining product features, suggesting enhancements, and identifying potential issues to improve the overall product experience for designers.
- Engaging with customers via email, phone, or in-person to resolve product queries and demonstrate solutions.
- Attending product development meetings to provide input based on customer feedback.

Education

MBA/PGDM - Operations

2026

Amrita School of Business, Coimbatore

Grade - 7.0/10

B.Tech/B.E. - Civil

2020

CMR College Of Engineering And Technology

Grade - 8/10

12th

2016

Andhra Pradesh , English

Grade - 75-79.9%

10th

2014

Andhra Pradesh , English

Grade - 80-84.9%