

**RAJESH BT**

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### **Profile Snapshot**

- Strongly focused with the ability to complete tasks accurately in a fast-paced environment with conflicting deadlines.
- Driven, results-focused sales expert with 7+ years of experience & knowledge in Business Development Sales / Supply & Operations, Customer fulfillment, Team management, process handling & Employee engagement.
- Self-motivated professional, skilled communicator successful background in leading highly performing teams to meet or exceed objectives.
- Adept in business operations - business planning and development, team building, team driving and motivation, action plans to achieve desirable results, profitability management, market analysis
- Proven track record of distinctively spearheading large team and providing technical support for process enhancement.
- Expert in Increasing productivity, Talented at identifying customer needs to deliver effective solutions, very focus on customer satisfaction while driving revenue and sales, Analytical, strategic-thinking, Expanding network connections, Inventory control and projections, Vendor relations and Territory development.

### **Area of Expertise**

- Outstanding communication, management and organizational skills.
- Good experience in creating Reports, Spreadsheets & Presentations.
- Excellent Customer Management Skills & Contract Negotiation.
- Quick learner, detail oriented and adaptable.
- Multi-tasking skills and ability to work under pressure.
- Excellent team handling and motivating skills.
- Proficiency in employee engagement, coaching & training.

### **PROFESSIONAL EXPERIENCE**

<b>Company</b>	<b><u>MyRon Homes</u></b>
<b>Experience</b>	Dec 2020 – 2021 Working
<b>Designation</b>	Sales & Marketing Head

### **Role Description**

- Strategic planning for sales & marketing structure to support and achieve the set target.
- Handling a team of 20 BDEs, 4 BDMs.
- Driving team towards making them individual leader.
- Proven highly productive team and got best performance awarded for it.

- Providing real estate advisory services to corporate / individual clients (HNIs & NRIs)-
  - Residential sales
  - Commercial property leasing and sales
  - Real Estate investments

Managing tie-ups & Direct coordination with Top Builders / Developers and Investors.

- Handling and maintaining 15 plus NRIs client accounts.

**Company**                      **Oravel Stays Private Limited**

**Experience**                      March 2019 – Sept 2020

**Designation**                      Business Development Manager

**Role Description**

- Identify and finalize the deal with Client and Onboarding new properties and maintain relationships with stakeholders to run the property successfully.
- Cross-Functional approach within intra and inter geographies.
- Creating a balance of inventory growth and demand match. Propose potential deals by contacting potential partners.
- Handling Sales / Supply and Operation role in Chennai.
- Maintaining good rapport with the property Owners to ensure the continuity in business with OYO.
- Handled ABMs and HMs to run the property successfully with profitable revenue.
- Negotiations of take rate with the property owners (from 20% to 30%) which increased the profitability for the organization.

**1. Key Account Manager:**

- Handling and maintaining a monthly 20 + property Owner's account and closing the Recon within TAT.

**Company**                      **Oravel Stays Private Limited**

**Experience**                      Sept 2018 – March 2019

**Designation**                      Area Business Manager

**Role Description**

**1. People Leadership:**

- Build a team of high performing ABMs in line with Operating plan in conjunction with Stock Head.

- Drive learning & development of team in conjunction with the larger learning plan of the organization
- Drive team to focus on Customer experience.
- Drive performance of team members based on KPIs by building and driving a strong review mechanism
- Handling a team of HM's to ensure flawless operation.
- Give one-to-one mentoring for a team of 12HM's for better productivity.

## **2. Stock Management:**

- Manage stock in the cluster to ensure constant availability of SRNs
- Deploy ABMs, HMs and other resources at the property to win-back churned properties
- Influence owners with initiatives that result in enhancement of Take rate

## **3. Superior Guest Experience:**

- Drive adherence of OYO standards and quality measures
- Identify challenges and devise initiatives that can elevate customer experience
- Ensure the local legal terms are well adhered, especially with regard to Foreign Travelers & Guest ID proofs.

## **4. Stakeholder Management:**

- Set up rhythm for meeting with owners to solve for complex owner issues and resolve any escalations
  - Leverage relations with owners to drive proactive resolution of issues
  - Drive owner engagement to maintain customer experience in properties
- Work and coordinate with central teams to drive various initiatives across the portfolio.

## **5. Operations Efficiency:**

- Drive cost consciousness to improve Operations efficiency

### **Achievement:**

- Spot On Budget properties Onboarding in the central cluster zone.
- First to achieve in Pan India at the collection secure wallet.
- Awarded with Best Business Development Manager.

<b>Company</b>	<b><u>Inasara Technologies Pvt Ltd</u></b>
<b>Experience</b>	Oct 2013 – April 2016
<b>Designation</b>	Team Leader – Sales, Reservation & Escalation

### **Role Description**

- Lead and drive a team of 20 front line associates.
- Ensure weekly/ monthly sales targets are achieved.
- Audit, coach and drive quality parameters so as to maintain customer satisfaction.
- Prepare weekly/monthly reports and present to management.
- Conduct weekly reviews to ensure continuous improvement.
- Deep dive on data to understand gaps and raise the bar and fix process gaps.
- Plan and execute staffing plans to avoid excess shrinkage and productivity dips.
- Manage low performance through Performance improvement plans.
- Prepare and present monthly incentive data to the management.
- Take periodic refresher training to keep the team updated.
- Work closely with other departments like Quality & BI for improving the process.
- Identify gaps & run projects to enhance sales and customer satisfaction.
- Keep close watch on competitors and the market to change sales strategies accordingly.

### **Achievements:**

- Received best employee award for 2015.
- Lead the team to No: 1 position in sales for 3 quarters consistently. (2015 Q2, Q3, Q4)
- Ranked No: 1 among other leads in the year 2014.
- Driven the team to receive maximum awards in peak 2014.
- Designed and conducted “Sales Enhancement” training for the sales team.

### **Projects:**

- Click-to-call: Spearheaded a market study project to understand customer and supplier behavior. Ran the project with 8 team members single handedly for 2 months. The intention of this project is to find, How customers interact with suppliers directly, so that we can use this to enhance the product to make it more appealing for both parties. Sent weekly analysis and findings to top management, which has been highly appreciated by them.
- App Adoption: Ran a project to understand how to increase the new App usage among customers. Suggested various changes in the back end and communication channels. As a result we had 30% increases in the App usage Week-on-week, there on.

<b>Company</b>	<b><u>Sun Business Solutions</u></b>
<b>Experience</b>	Nov 2012 – Sep 2013
<b>Designation</b>	Senior Technical Support

### **Role Description**

- Provided technical support on call.
- Handled escalation calls.
- Team management
- Perform quality analysis for internal team members.
- Training session for internal team members.

**Company**                    **Tikona Digital Network Private Limited**

**Experience**                Apr 2012 – Oct 2012

**Designation**             Technical Support

**Role Description**

- Provided technical support on call.
- Up selling the product.
- Handled escalation calls.

**Skills**

Strategic planning - B2B & B2C sales - Negotiation - Operations management - Verbal and written communication - Sales and marketing strategy - Staff Management - Coaching and mentoring - Business development and planning - Goals and performance - Solution selling - Gap analysis.

**EDUCATION**

William Carey University - Shillong

Master of Business Administration – Marketing (MBA)

Year: 2016 To 2018

IAI Institute of Technology and Science - Chennai

Bachelor of Computer Applications (BCA)

Year: 2009 To 2012

**LANGUAGE KNOWN**

English    - Professional

Tamil      - Fluent

Telugu    - Native

Hindi      - Beginner

**HOBBIES**

Dancing - Sporting - Travel - Watching Movies

## **INTEREST**

Programming language - Coding - Editing

## **CAREER GOAL**

To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills.

**THANK YOU**