

Nishant Nayan

To succeed in an environment of growth and excellence and earn a job, which provides me job Satisfaction, and self-development and help me achieve personal as well as organization goals.

Employment Details

Dec'21 – Present – Acme Housing Pvt Ltd as Sr. Manager – Sales (Closing) in Mumbai

- Handling direct Walk-in Clients to close the deal.
- Handling Clients coming with Channel Partners to close the deal.
- Managing the Referral and Loyalty Programme.
- Handling Resale units of existing clients.
- Coordinating with Sales Head and works for operations related issues on day to day basis.
- Site visits along with live demos to make the client understand the need of our products and usage.
- Managing the payments with the help of collection executive from Builders/Developers. Ensuring timely billing of all sale transactions and accurate collection
- Managing & driving channel partner team to add more channel partners in their network.
- Translating the sales plans to the sales agents in line with the business unit strategy.
- Ensuring the achievement of maximum revenue targets through mandated and non-mandated sales in the residential segment in the zone/territory.
- Training and evaluating the performance of the team (10 to 15 employees).
- Attending all direct enquiries at site office, Re-Sale Process, Feedback calls to clients.
- Site Office Coordination, Project update coordination between client and project team.

Aug'18 – March'19 – DLF Ltd as Sr. Manager – SALES in Gurgaon

- ❖ Handled the biggest township 1000 Acre with 8 residential and commercial projects (Villas, Plots, Independent Floors, Apartments, Commercial Shops and Offices).
- ❖ Responsible to increase the Sales at Site Office.
- ❖ Handling Walk-in Clients to close the deal
- ❖ Handling Clients coming with Channel Partners to close the deal.
- ❖ Managing the Referral and Loyalty Programme.
- ❖ Managing the entire site and staff (Sales) allocated at the site
- ❖ Achieving sales targets, team handling and driving Sales.
- ❖ Coordinating with Sales Head and works for operations related issues on day to day basis.
- ❖ Site visits along with live demos to make the client understand the need of our products and usage.
- ❖ Managing the payments with the help of collection executive from Builders/Developers.
- ❖ Ensuring timely billing of all sale transactions and accurate collection
- ❖ Deciding strategies to enhance the sales, new product to be introduced.
- ❖ Planning for the budgeting, marketing and coordinating and other initiatives to develop new leads and increase sales for office.
- ❖ Managing & driving channel partner team to add more channel partners in their network.
- ❖ Translating the sales plans to the sales agents in line with the business unit strategy. Giving training about Competitive Brand evaluation and Competitor analysis.
- ❖ Ensuring the achievement of maximum revenue targets through mandated and non-mandated sales in the residential segment in the zone/territory.
- ❖ Training and evaluating the performance of the team (10 to 15 employees).
- ❖ Attending all direct enquiries at site office, Re-Sale Process, Feedback calls to clients.
- ❖ Site Office Coordination, Project update coordination between client and project team.

- ❖ E-mail Queries, Escalations, Walk-in Client Handling, Replying Email with-in TAT, Sharing the actual reports to the HODs

July'16 – July'18 – Orris Infrastructure Pvt Ltd as Sr. Manager - SALES in Gurgaon

- ❖ Handled the 40 Acre Township with 3 residential projects.
- ❖ Responsible to increase the Sales at Site Office.
- ❖ Handling Walk-in Clients to close the deal
- ❖ Handling Clients coming with Channel Partners to close the deal.
- ❖ Managing the Referral and Loyalty Programme.
- ❖ Managing the entire site and staff (Sales) allocated at the site
- ❖ Achieving sales targets, team handling and driving Sales.
- ❖ Coordinating with Sales Head and works for operations related issues on day to day basis.
- ❖ Site visits along with live demos to make the client understand the need of our products and usage.
- ❖ Managing the payments with the help of collection executive from Builders/Developers.
- ❖ Ensuring timely billing of all sale transactions and accurate collection
- ❖ Deciding strategies to enhance the sales, new product to be introduced.
- ❖ Planning for the budgeting, marketing and coordinating and other initiatives to develop new leads and increase sales for office.
- ❖ Managing & driving channel partner team to add more channel partners in their network.
- ❖ Translating the sales plans to the sales agents in line with the business unit strategy. Giving training about Competitive Brand evaluation and Competitor analysis.
- ❖ Ensuring the achievement of maximum revenue targets through mandated and non-mandated sales in the residential segment in the zone/territory.
- ❖ Training and evaluating the performance of the team (10 to 15 employees).
- ❖ Attending all direct enquiries at site office, Re-Sale Process, Feedback calls to clients.
- ❖ Site Office Coordination, Project update coordination between client and project team.
- ❖ E-mail Queries, Escalations, Walk-in Client Handling, Replying Email with-in TAT, Sharing the actual reports to the HODs

Sept'15 – June'16: Satya Developers as Sr. Manager – SALES in Gurgaon

- ❖ Responsible to increase the Sales at Site Office.
- ❖ Handling Walk-in Clients to close the deal
- ❖ Handling Clients coming with Channel Partners to close the deal.
- ❖ Managing the Referral and Loyalty Programme.
- ❖ Managing the entire site and staff (Sales) allocated at the site
- ❖ Achieving sales targets, team handling and driving Sales.
- ❖ Coordinating with Sales Head and works for operations related issues on day to day basis.
- ❖ Site visits along with live demos to make the client understand the need of our products and usage.
- ❖ Managing the payments with the help of collection executive from Builders/Developers.
- ❖ Ensuring timely billing of all sale transactions and accurate collection
- ❖ Deciding strategies to enhance the sales, new product to be introduced.
- ❖ Planning for the budgeting, marketing and coordinating and other initiatives to develop new leads and increase sales for office.
- ❖ Managing & driving channel partner team to add more channel partners in their network.
- ❖ Translating the sales plans to the sales agents in line with the business unit strategy. Giving training about Competitive Brand evaluation and Competitor analysis.

- ❖ Ensuring the achievement of maximum revenue targets through mandated and non-mandated sales in the residential segment in the zone/territory.
- ❖ Training and evaluating the performance of the team (10 to 15 employees).
- ❖ Attending all direct enquiries at site office, Re-Sale Process, Feedback calls to clients.
- ❖ Site Office Coordination, Project update coordination between client and project team.
- ❖ E-mail Queries, Escalations, Walk-in Client Handling, Replying Email with-in TAT, Sharing the actual reports to the HODs

Jan'12 – Aug'14: Vatika Group as Relationship Manager – SALES in Gurgaon

- ❖ Handled the biggest Township (1000 Acre) in Gurgaon with 17 residential and commercial projects (Signature Villas, Plots, Independent Floors, Apartments, Commercial Shops and Offices).
- ❖ Responsible to increase the Sales at Site Office.
- ❖ Handling Walk-in Clients to close the deal
- ❖ Handling Clients coming with Channel Partners to close the deal.
- ❖ Managing the Referral and Loyalty Programme.
- ❖ Managing the entire site and staff (Sales) allocated at the site
- ❖ Achieving sales targets, team handling and driving Sales.
- ❖ Coordinating with Sales Head and works for operations related issues on day to day basis.
- ❖ Site visits along with live demos to make the client understand the need of our products and usage.
- ❖ Managing the payments with the help of collection executive from Builders/Developers.
- ❖ Ensuring timely billing of all sale transactions and accurate collection
- ❖ Deciding strategies to enhance the sales, new product to be introduced.
- ❖ Planning for the budgeting, marketing and coordinating and other initiatives to develop new leads and increase sales for office.
- ❖ Managing & driving channel partner team to add more channel partners in their network.
- ❖ Translating the sales plans to the sales agents in line with the business unit strategy. Giving training about Competitive Brand evaluation and Competitor analysis.
- ❖ Ensuring the achievement of maximum revenue targets through mandated and non-mandated sales in the residential segment in the zone/territory.
- ❖ Training and evaluating the performance of the team (10 to 15 employees).
- ❖ Attending all direct enquiries at site office, Re-Sale Process, Feedback calls to clients.
- ❖ Site Office Coordination, Project update coordination between client and project team.
- ❖ E-mail Queries, Escalations, Walk-in Client Handling, Replying Email with-in TAT, Sharing the actual reports to the HODs

May'10 - Sept'11: Home Centre (Landmark Group) as Household Manager in Dubai (UAE)

- Coordination through HO offices for marketing events and tie-ups with Mall to increase the sale and awareness.
- Handling a 90000 SQFT showroom as well as handling 120 staffs from 8 different nationalities.
- Responsible for PR, Business Development, Competition Mapping.
- Looking after in-store activities, events, brand presence, branding, GV Sales.
- Market survey, mapping, & enhancement of market share through brand awareness amongst customers, events, and collaborating. Ensuring & providing best of the services to the customers and their queries & attending Customer Issues, if any, on an immediate basis.
- Handling manpower scheduling, training, counseling & performance assessment of teams.
- Monitoring grooming, discipline & attendance of the people on both the Stores, imparting on-the-job training & product knowledge.
- Reviewing the KRAs of the Customer Care Associates & planning their leaves in such a way that the store operations are smoothly run.
- Conducting interviews, performance reviews & coordinating with all the Staff for their daily schedule

Significant Accomplishments:

- Carried out the biggest Customer Loyalty Program “Shukran”.

Oct'08 – April'10: Ven Heusen (Aditya Birla NUVO Ltd) as Store Manager in Mumbai

- Tracking fast movers as well as record slow movers in each category and walk-in. Hourly sales. Floor Allocation, briefing with the customer Service Associates and hitting the targets.
- Visual Merchandising ensuring merchandise is stacked properly for customers at all time as per VM worked involved. Window display talking with category and make store display according to the themes every week.
- Stock-Replenishment, Conversion. Developing sales plans to achieve the targets. Communicating the plan and targets to the sales staff. Monitoring to the targets.
- Customer management, ensuring an excellent shopping experience for the customer. Seeking feedback actively.
- Manpower handling. Setting weekly off roster, scheduling breaks, ensuring manpower availability on the floor at all times, To ensuring sales staffs are trained in basic product knowledge, Reviews of performance of staffs continuously and help on the weak areas, New product information communicating to all trainees, motivating the team & focusing on achieving targets, identifying developmental needs of juniors, Etc
- Reviewing the KRAs of the Customer Care Associates & planning their leaves in such a way that the store operations are smoothly run.
- Conducting interviews, performance reviews & coordinating with all the Staff for their daily schedule

Jan'06 – Sept'08: Future Group as Department Manager in Delhi

- Tracking fast movers as well as record slow movers in each category and walk-in. Hourly sales. Floor Allocation, briefing with the customer Service Associates and hitting the targets.
- Visual Merchandising ensuring merchandise is stacked properly for customers at all time as per VM worked involved. Window display talking with category and make store display according to the themes every week.
- Stock-Replenishment, Conversion. Developing sales plans to achieve the targets. Communicating the plan and targets to the sales staff. Monitoring to the targets.
- Customer management, ensuring an excellent shopping experience for the customer. Seeking feedback actively.
- Manpower handling. Setting weekly off roster, scheduling breaks, ensuring manpower availability on the floor at all times, To ensuring sales staffs are trained in basic product knowledge, Reviews of performance of staffs continuously and help on the weak areas, New product information communicating to all trainees, motivating the team & focusing on achieving targets, identifying developmental needs of juniors, Etc.
- Monitoring grooming, discipline & attendance of the people on both the Stores, imparting on-the-job training & product knowledge.
- Reviewing the KRAs of the Customer Care Associates & planning their leaves in such a way that the store operations are smoothly run.
- Conducting interviews, performance reviews & coordinating with all the Staff for their daily schedule

Academic Details

- Passed B.Sc with 65% marks from Magadh University in 2005.
- Passed 12th with 65% marks from S.R.K. Public School in 2002.
- Passed 10th with 61% marks from B. N. Collegiate School in 2000.

Other Courses:

- Retail Management from National Institute of Fashion Technology-Delhi in 2004.

Personal Details

Date of Birth : 28th Oct 1982
Languages Known : English and Hindi
Contact # : +91 - 7738465798
Email ID : thenishantnayan@zohomail.in

N N Chandra