

MALLA VENKATA SIVA KUMAR

Mobile: +91 9703080008 – sivakumarmalla@gmail.com

Objective:

To achieve a challenging position in a dynamic organization offering career opportunities and allowing me to make significant contributions towards its success.

Summary: Manager with great experience in the areas of developing new Business through an active new sales program, customer service, Monitoring Operational Procedures, Coordinating with Vendors on Ground handling and negotiations and revenue generation. Highly reliable and focused Logistics Specialist. Energetic leader motivated to lead through example and positivity.

Summary of Qualifications

- Managerial experience in developing new business and monitoring Operations.
- Excellent customer service experience with Remarkable ability to work under pressure and to effectively manage and motivate teams.
- Great team player with great innovation and energy and desire to drive others.
- Detail-oriented, self-motivated; able to set effective priorities and implement decisions to achieve immediate and long term goals and meet operational deadlines.
- Self-directed and motivated with insight and ideas to motivate sales teams
- Developed interpersonal skills, having dealt with a diversity of professionals, clients, Vendors and staff members.
- Comfortable in fast-paced, high-pressure atmosphere.
- Excellent organizational skills.
- Powerful negotiator with propensity for using calm logic to persuade others
- Mediation and diplomacy skills, useful for resolving conflicts with and between colleagues, clients and Vendors.
- Strong networking and relationship building
- Provide resolution to maintain standards of quality
- Building and sustaining rapport with key accounts by making periodic visits; exploring specific needs; anticipating new opportunities.
- Ability to meet deadlines and demonstrates effective time management skills
- Analyzes market dynamics in an effort to maximize existing successes and to create new sales growth opportunities

Professional Experience

FCM Travel Solutions, Hyderabad

Manager –MICE

- Handling Corporate (MICE)
- Generating Leads and direct Coordination with the Corporate and Vendors
- Submission of Quotes and sales Closure
- Handles complete sales process for all opportunities including initial client communication, on-site presentations, proposal creation and submission, negotiation and deal signing
- Responsible for relationship management with the Corporate / Client, after the deals

were signed and took it till the last possible operational execution. Act as a liaison between the Organization and Corporate / Clients.

- Monitoring group movements on ground and Superior supply and logistics management experience
- Build, maintain, and manage relationships with current and prospective Clients.
- Work collaboratively with the Internal Teams to champion resolution of customer's issues and ensure best solutions and outcomes
- Negotiate and finalize deals in accordance with the company's contract guidelines and policies.

Cox & Kings

Manager – MICE, Hyderabad (July 2017 – Oct 2019)

- Handling Corporate MICE Sales and Monitoring Operational Procedures
- Generating Leads and direct Coordination with the Corporate.
- Quote Submissions and Sales Closure with the clients/ Corporate and with Vendors
- Direct Coordination with the Vendors and monitoring on ground Logistics
- Provided technical support and training to all junior staff.
- Allocating personnel to work areas commensurate with their individual strengths and aptitudes.
- Meeting sales goals by continuously monitoring progress
- Act as a liaison between the Organization and Corporate / Clients.
- Build, maintain, and manage relationships with current and prospective Clients
- Set goals for the team and communicate goals on a regular basis
- Developing new accounts and maintaining a strong relationship with clients and cooperation partners.
- Negotiate and finalize deals in accordance with the company's contract guidelines and policies.

Cox & Kings

Manager – MICE, Chennai (January 2015 – July 2017)

- Handling Corporate MICE Sales & Leisure
- Generating Leads and direct Coordination with the Corporate & Leisure Clients
- Quote Submissions and Sales Closure
- Handles complete sales process for all opportunities including initial client communication, on-site presentations, proposal creation and submission, negotiation and deal signing.
- Monitoring Operational Procedures and direct coordination with the Suppliers for price negotiations.
- Coordinating with the suppliers for on ground Quality services.
- Monitoring competitors' sales activities and reporting significant developments to management.
- Maintaining Weekly and Monthly sales performance report
- Negotiate and finalize deals in accordance with the company's contract guidelines and policies.

Cox & Kings

Franchisee Manager, Vijayawada & Vizag (April 2008 – January 2015)

- Plan work schedules for employees.
- Train employees in advising customers on current market conditions
- Coordinate sales promotion activities, approve advertising copy, and display work.
- Keep employee records and hire and discharge employees.
- Performed competition mapping, keeping a track of competition in the market and kept updated for release of tenders and bids.
- Time management expert, able to accurately determine the length of time needed to complete tasks.
- Set goals for the team and communicate goals on a regular basis
- Drives, manages and executes the business and revenue of a sales team
- Educates team on significant industry factors including competitive products, regulations, trends, customer needs, and pricing
- Negotiate and finalize deals in accordance with the company's contract guidelines and policies.

Cox & Kings

Senior Executive (December 2006 – April 2008)

Coordination with the Vendors and monitoring on ground Logistics

- Maintained relationship with Vendors in many locations and assisted corporate clients when required.
- Handled post sale services
- Negotiating with the vendors and arranging logistics to all the Inbound Clients (Europe , UK , Japan , USA etc..).And monitoring their Onground Arrangements.
- Served as the single point contact during and after the sales closure.
- Provide sales services and develop sales strategies
- Communicated & negotiated with suppliers and connected them with the Organization for quality service
- Negotiate and finalize deals in accordance with the company's contract guidelines and policies.

Languages Known: - English, Hindi & Telugu

Scholastic Credentials: -

MBA (JNTU UNIVERSITY, HYDERABAD)

BSC COMPUTERS (ANDHRA UNIVERSITY, VISAKHAPATNAM)