

Hitesh Sagar

Contact: +91 9725239169 **E-mail:** hiteshsagar@gmail.com

Dear Sir,

I am seeking to relocate and apply my skills to an expanding firm like yours. I have seen your advertisement in the newspaper, with reference to that I am taking an opportunity to submit my profile to your esteem organization to work with you. During my work experience with my previous employer I have gain expertise in sales - marketing management, business development, customer relationship management, human resource management, administration management, office management, event management, market research, training management, recruitment management and workshop management, where I can be assets to a by providing my expertise to the your esteem organization. I am pleased, therefore, to forward a copy of my resume for your review.

Some of my recent accomplishments are:

- Recipient of Best Sales Executive Award for the year 2010-2011 with Gulfjobseeker.com
- Consistently drove towards increasing profitability of company business by aggressively selling and marketing products & services to new and existing market.
- Achieved a continuous career growth for demonstrating excellent performance in assigned job profiles and using good skills in developing business & negotiating deals.

Should you agree that my skills match the requirements for a position you might have available or expect to become available, I would welcome the opportunity to interview with you. I thank you for your time and look forward to hear some positive reply.

Sincerely,

Hitesh Sagar

Enclosure: Resume

Sales - Marketing - Business Development - Customer Service - General Management

8 year Gulf experienced with Gulfjobseeker.com which is one of the leading job portal in Gulf Job Market who is priding job hunting services, while working with gain expertise in sales - marketing management, business development, customer relationship management, human resource management, administration management, office management, event management, market research, training management, recruitment management and workshop management. Well proven track record of understanding client requirements, achieving set goals within the parameters of cost, time, quality and effective resources. Well-organized individual with strong communication, interpersonal, planning, coordination, people development and time management skills. Able to work under pressure, deal with multicultural clientele and meet organizational objectives. Looking for a more challenging job in any field to share gained knowledge and skills.

STRENGTHS

- | | |
|--|---|
| • 10+ years of Service industries experience | • 8 year of progressive UAE experience |
| • Sales - Business Development Skills | • Effective client support & training skills |
| • Leadership and Team Management | • Excellent client relationship & management Skills |
| • Problem Solving - Technical know how | • Marketing Management - Market Research Skills |
-

ACHIEVEMENTS

- Received application for achieving target and excellent performance.
 - Recipient of Best Sales Executive Award for the year 2010-2011 with Gulfjobseeker.com.
 - Consistently drove towards increasing profitability of company business by aggressively selling and marketing products & services to new and existing market.
 - Achieved a continuous career growth for demonstrating excellent performance in assigned job profiles and using good skills in developing business & negotiating deals.
 - Imparted a great contribution in making the company operates smoothly with emphasis in the HR department and Payroll processing.
 - Displayed astuteness in preparing organizational charts, employee handbook and manuals besides regular updates on job search websites and candidate database.
 - Successful at locating resources and recruitment of talent for all levels of staffing.
 - Strong record of innovative achievement in streamlining company's recruitment process.
-

TRAININGS-CERTIFICATES

- Basic Training on Six Thinking Hats, Gulfjobseeker.com - Sept 2010
 - Received Certificates for Outstanding Performance in area of Business Development & Creative Suggestions, 2007-2009, Gulfjobseeker.com
 - Participated in the event Self Expression Contest 2001 held by the Aptech Centre, Gujarat - Dec 2001
 - Won Mr. APTECH Contest in year 2003, Aptech Education Limited, Gujarat, India
-

CAREER PROGRESSION

Manager, A Leading Company, Vapi, Gujarat, India

June 2014 - Dec 2015

Presenter

Sept 2011 - June 2012

Business Development Consultant

Jan 2010 - Aug 2011

Sales Consultant

Nov 2008 - Dec 2009

Database Administrator

Sept 2007 - Oct 2008

Network Support Engineer

Jun 2006 - Aug 2007

IT Engineer

Oct 2005 - May 2006

Gulfjobseeker.com, Dubai, United Arab Emirates

A leading job portal in Gulf region. Joint Venture of First Impression Management & IT Consultancy providing Marketing, HR & IT Consulting Services to Jobseeker & Employers

Owner

Bit Bytes Computer Institute & Services, Gujarat, India

Jan 2003 - Mar 2005

IT - Sales Support - Business Development Executive

Muktanand Computer Co., Gujarat, India

Feb 2001 - Nov 2002

On Job Training

Jun 2000 - Dec 2000

AREAS OF EXPERTISE

Sales & Marketing Management

- Perform effectively towards enhancing the company's image, maintaining business volume and gradually accelerating growth in terms of turnover, brand name, client base & personnel.
- Attend corporate presentations; participate actively in organizing and attending events & exhibitions.
- Deal with clientele to negotiate business dealing, tie ups, strengthen client support, service and business operations, while developing contacts with key accounts, dealers & distributors.
- Manage duties related to strategic business planning, implementation, supervision and taking necessary corrective steps in against of competitive markets and changing business scenarios.
- Responsible for prospecting & closing new business as well as maintaining / renewing existing business by fostering client relationships and maintaining good contacts.
- Create new business from market segments, effective solutions that inspire clients and meet their needs. Improve as well the sales growth by formulating innovative sales & marketing tools.
- Conduct market research for target segments. Plan, manage and close long cycle sales.
- Learn the industry and how individual products of company can offer solutions to customers.
- Maintain awareness of industry trends & issues on how they could affect sales territory.
- Review sales and marketing operations through assessment of customers' performance.
- Research and analyze competitor activities on a regular basis, facilitating penetration of target market, leading to increase in market share.
- Generate daily, weekly & monthly sales report and forward to principals for their review.
- Effectively manage relationships and feedback with outside agencies & clients to ensure service standards and market awareness are continuously enhanced.

Business Development

- Develop and implement marketing concepts in line with the company's strategies on the base of SWOT analysis result for company products & services.
- Plan, develop and implement new marketing strategies aimed at business growth.
- Overseeing and maintaining awareness on market trends including competitor activities as well as their product prices so as to recommend counter strategies to retain business
- Devise and implement strategic marketing plans; drive towards fulfilling strategic objectives.
- Capability to analyze the real business situations; identify the problems associated with it; accordingly develop and implement appropriate solutions for the same.
- Define application requirements & cost; review the situation and design specifications.
- Drive business growth through aggressive business initiatives through marketing and promoting sales of company products resulting to revenue enhancement.
- Generate daily, weekly & monthly reports and present to the management for review.

Administration - Management

- Manage the routine office management functions, deal with clients and visitors and maintain corporate relations. Provide support to the management on executive level.
- Sort out all incoming / outgoing mails and correspondence on the base of urgency, priority, confidentiality or routing to facilitate quick and efficient service to the concerned.
- Take care of the confidential files, matters and documents for senior management.
- Arrange appointments; make necessary arrangements for the meeting and ensure availability of appropriate personnel's for the meet as per scheduled time and place.
- Manage team and monitor business operations with profound leadership qualities.
- Direct the workforce and ensure that policies and directives are met appropriately through on-the-job coaching, training, motivating and leading by example.
- Liaison with customers, vendors, government bodies and other agencies dealing with the company.

Human Resource

- Capable to act as point of contact on personnel administration issues and ensure smooth functioning of the department in handling day-to-day transactions.
- Process, document, and report on personnel activities including leaves, recruitment, training, grievances, performance evaluations, and other staff records.
- Participate in recruitment including search, selection, contract preparation, and induction of staff.
- Work alongside team in handling employee welfare to ensure that employment practices and HR programs comply with company policies and local laws.
- Actively take part in creating and upholding a positive work environment to foster development opportunities and stimulate high performance among team members.

- Present personnel reports to HR Manager and provide suggestions to drive a more stable organization.

Hitesh Sagar

Customer Service

- Act as the first point of contact for customers on behalf of the organization.
- Process customer transactions and respond to product & service inquiries in a responsive, accurate and timely manner. Provide quality customer service at an excellent level.
- Build awareness among customers with special emphasis on flexibility, ease of operations, safety and security of products to meet client needs.
- Ensure that customer problems and complaints are handled professionally, effectively, maintained at a minimum level and resolved up to the highest level of customer satisfaction.
- Adopt systematic approach to problem solving and analyze results to implement solutions.
- Manage team of customer care executives under supervision, train and motivate the same.
- Accord the highest attention to customers and use customer service skills to heighten the sales opportunity of each customer contact. Keep records of customer interactions and transactions, record details of inquiries, complaints, and comments, as well as actions taken.
- Respond to customer inquiries and problems; ensure understanding and fulfillment of all customer needs.
- Contribute to the establishment and development of the organization's goodwill/ reputation.
- Possess excellent communication skills to deal with customers, employees, and management effectively.

QUALIFICATIONS

Higher Diploma in Software Engineering - HDSE Aptech Education Limited, Gujarat, India	2003
Computer Operator-Programming Assistant Course Industrial Training Institute of India, Gujarat, India	2001
Diploma in Computer Software Certification - DCS Aptech Education Limited, Gujarat, India	2001
Certified in Computing - Pre Test MCA Indira Gandhi Open University, Gujarat, India	2001
Bachelor Degree in Commerce (First Year) South Gujarat University, Gujarat, India	1999
Higher Secondary Education (H.S.C) GSEB, Vansda, Gujarat, India	1998
Secondary School Education (S.S.C) GSEB, Vansda, Gujarat, India	1995

TECHNICAL KNOWLEDGE

Operating Systems	Windows 2003 SBS, Windows 2003 Server, Microsoft Windows Operating System all Version
Hardware	Assembling of PC's, Configuring Knowledge of PC/LAN/WAN Hardware Set-up, Configuration and Troubleshooting of Workstations, Servers, Printers, Scanners, Network Cards, Cabling and Crimping
DBMS/RDBMS	Ms Access 2000, SQL Server 2000, Oracle 8i. My SQL
Application Software	MS Office (Word, Excel & PowerPoint), Internet and E-mail applications
Programming	C, C++, Visual Basic 6.0 and Java, Oracle JDeveloper

PERSONAL DETAILS

Nationality & Marital Status	: Indian, Married
Driving License	: Valid Indian Driving License
Languages	: English, Gujarati, Hindi and Marathi

REFERENCE

Furnished promptly upon request
