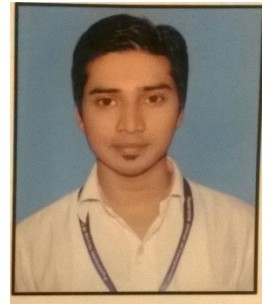


PURAN PANDEY

**Add: -C-1, First Floor, RajuPark, Kanpur,
New Delhi – 110062**
Email: - puranpandey795@gmail.com
Contact No.: +91-8377912480, 8527038918



CAREER OBJECTIVE

To obtain and work on a better position, to be equally demanding & rewarding, in a progressive company for its growth and my own professional and personal growth, **Over 9 years'** experience as a Team Marketing Manager .

ORGANIZATIONAL EXPERIENCE

MAGIC HOLIDAYS

(24th September, 2012 – April 2014)

Roles & Responsibilities:

It's the Time Share Company, where I'm working as a **TELE MARKETING LEADER**, working and assistance to all works related to generating and selling Membership concept of the Company.

Responsible to handle a telesales team of 08 people in my team.

Responsible for assistance and maintain the customer flow in between branches of Delhi.

- Motivate team members.
- Listen to team members' feedback and resolve any issues or conflicts.
- Monitor team performance and report on excel.
- Suggest and organize team building activities.
- Recognize high performance and reward accomplishments.
- Set clear team goals.
- Allocating daily jobs and workloads

Achievement details

Won **Outstanding Performance Award for 2013 - 2014.**

Won **Star Performer Award for Top Tele Marketing Leader for the year 2013.**

Won **Quarterly Star Award** for Oct to Dec 2013.

Won **Quarterly Star Award** for Oct to Dec 2012.

Won **Top Tele Marketing Leader award** in Dec 2013

Won **two free Trip contest held on all India basis** in Feb 2013(JIM CORBET) and in June (CHAIL).

Won **Top Tele Marketing Leader award** in August 2013.

Won **Top Tele Marketing Leader award** in May 2013

Won **Top Tele Marketing Leader award** in Jan 2013.

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PRIOR WORKING EXPOSERS

Signature Siestas Pvt. Ltd.

(December, 2011 – August, 2012)

Roles & Responsibilities:

It's the Time Share Company, where I'm working as a **TELE MARKETING LEADER**, working and assistance to all works related to generating and selling Membership concept of the Company.

Responsible to handle a telesales team of 10 people in my team.

Responsible for assistance and maintain the customer flow in between branches of Delhi

- Demonstrated knowledge of company's mission, purpose, goals, and the ability to help employees successfully achieve them.
- Monitor team performance and report on excel.
- Allocating daily jobs and workloads.
- Training new team members.
- Acting as a resource for other staff members
- Allocating daily jobs and workloads

Country Club India Pvt. Ltd.

(September, 2010 – November, 2011)

Roles & Responsibilities:

It's the Time Share Company, where I'm working as a **TELE MARKETING LEADER**, working and assistance to all works related to generating and selling Membership concept of the Company.

Responsible to handle a telesales team of 12 people in my team.

Responsible for assistance and maintain the customer flow in between branches of Delhi.

- Allocating daily jobs and workloads.
- Training new team members.
- Acting as a resource for other staff members.
- Managing team performance and progress.
- Enforcing all company approved policies and procedures.
- Constantly looking for ways to improve processes.
- Monitoring the performance of junior staff.
- Completing team-related paperwork.
- Implementing new initiatives and making sure all staff understand them.
- Taking action to correct and staff shortcomings.
- Managing and monitoring staff attendance.
- Giving prompt and accurate information on individual staff member performance.
- Attending and participating in team meetings.
- Ensuring a clean, safe and friendly working environment.
- Reporting to senior managers.
- Monitor team performance and report on excel.

Signature linkers Pvt. Ltd.

(NOVEMBER, 2014 – AUGUST, 2017)

Roles & Responsibilities:

It's the Timeshare Company, where **I was worked as a Tele Marketing Manager**. Working and assistance to all works related to generating and selling Membership concept of the Company.

Now I am promote as a **Marketing Head** in 2017

Responsible for handle a telesales Team of 30 People and generate business from them and other marketing team I am also handling.

- Motivate team members.
- Listen to team members' feedback and resolve any issues or conflicts.
- Monitor team performance and report on excel.
- Suggest and organize team building activities.
- Recognize high performance and reward accomplishments.
- Set clear team goals.
- Allocating tasks to staff
- Provided exceptional customer services with greeting and acknowledging all customers in a friendly, professional manner.
- Attending and participating in team meetings.
- Ensuring a clean, safe and friendly working environment.

PRESENT WORKING EXPOSERS

Savan Holidays Pvt. Ltd.

(NOVEMBER, 2017 - to continue)

Roles and Responsibilities:

This is TimesShare Company, **I was worked as a Marketing Head**. Work and assistance for all the tasks related to generating and selling the company's membership concept

I have a team of 50 people responsible for handling the telesales and generating business from them and I am also looking at other marketing teams. From this team we have to generate customer data.

- Inspire team members.
- Listen to the response of team members and resolve any issues or conflicts.
- Monitor team performance and reports on Excel.
- Suggest and organize team building activities.
- Identify high performance and reward achievements.
- Set clear team goals.
- Allocating tasks to employees
- Extraordinary customer services were provided with greetings and acceptance to all customers in a friendly, professional manner.
- Participating and participating in team meetings.
- Ensuring a clean, safe and favorable working environment

KEY SKILLS AND COMPETENCIES

(Supervising)

- Ability to manage through others.
- Ability to work well with all levels of the organization.
- Superb coaching and mentoring skills.
- Prioritizing important tasks and ensuring they get done first.
- Excellent oral and written communication skills.
- Ability to follow and comprehend complex instructions, short correspondence, and memos.
- Able to quickly identify problems.
- Proficient with MS Office and various other forms of technology.
- Improving product quality and customer communications.

(Personal)

- Able to speak to both decision-makers and junior staff in a tactful and sensitive manner.
- Establishing good working relationships with colleagues.
- Ability to negotiate and influence.
- Integrity, humility and an entrepreneurial attitude.
- Friendly and upbeat attitude.

ACADEMIC CREDENTIALS

Bachelor in Arts from Agra University.	(2010)
Matriculation (12 th) from U.P Board	(2007)
Intermediate (10 th) from U.P Board	(2005)

PERSONAL DETAILS

Date of Birth : 24th August, 1988
Father Name : Late Sh. Ramesh Pandey
Marital Status : Un- Married
Hobbies : Reading, Playing Cricket, Travelling
Language Known : English & Hindi

Date:

Place:

(PURANPANDEY)