

Valerian Dmello

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Date of Birth: March 30, 1995

Professional Summary

Motivated and results-driven sales professional with over 9 years of experience in logistics. Proven track record of exceeding sales targets and building long-term customer relationships. Adept at creative problem-solving, negotiation, and delivering exceptional customer service.

Skills

Business Acumen, Creative Problem Solving, Detail Oriented, Exceptional Communication Skills, Proficient in Microsoft Word & Excel, Adaptability, Time Management, Organizational Skills, Strong Negotiation and Persuasion Skills, Networking Skills

Professional Experience

DTDC Express Ltd.

Assistant Manager - Sales

December 2023 – Present

- Demonstrated proficiency in sales negotiation and lead generation.
- Managed client accounts, ensuring satisfaction and loyalty.
- Conducted field visits to promote products and services.
- Developed and maintained customer relationships for repeat business.
- Implemented B2B and B2C sales strategies.
- Achieved monthly sales targets through strategic planning and sales techniques.
- Specialized in handling express and cargo shipments via sea and air.
- Provided exceptional after-sales service, resolving queries and concerns promptly.

FedEx Express Transportation & Supply Chain Services

Inside Sales Representative

December 2021 – December 2023

- Generated new business and increased revenue by identifying and contacting potential customers.
- Consistently exceeded sales targets on a monthly and quarterly basis.

- Participated in sales training programs to improve skills and knowledge.
- Collaborated with cross-functional teams including operations, billing, customer service, clearance, IT, and marketing.
- Identified suspicious and fraudulent customers, protecting company revenue.

Achievements

- Signed an average of 20 new customers every month.
- Exceeded territory targets consistently:
 - FY23 Q1: 104%
 - FY23 Q2: 101%
 - FY23 Q3: 114%
 - FY23 Q4: 128%
 - FY24 Q1: 122%
 - FY24 Q2: 246%
- Awarded Golden Cultural Coin.
- Won SAM Europe League in February 2023.

Customer Service Associate

July 2015 – November 2021

- Delivered exceptional customer service through effective communication and commitment to quality.
- Recommended new discount offers, boosting cash sales.
- Resolved customer claims and queries efficiently.
- Strong knowledge of customs documentation and processes.

Education

Bachelor of Business Management Studies

Khar Education Society's College of Commerce & Economics, 2015

Hobbies

Traveling, Reading, Listening to Music, Dancing, Yoga, Fitness, Swimming, Football, Trekking, Mountain Climbing