

SAURABH DUBEY

E-mail: saurabhdubey859@gmail.com ~ Contact No. : 07838155100

PROFESSIONAL SNAPSHOT

- Offering over 5 years of rich experience in B2B Sales & Business Development, Operations Management, People Management, Key Account Management and Partnership Management.
- Last associated with Oravel Stays Pvt. Ltd. (OYO Hotels & Rooms) as **Cluster Manager (Operation-Udaipur)**.
- **Business Development strategist**, who builds strong, dedicated client relationships and partnerships that are built on trust and respect.
- Proven track record of implementing the necessary business development strategies to accomplish sales objectives while creating unique market-entry strategies, managing business relationships, building credibility, and establishing immediate rapport with potential clients
- **Dedicated Operations Manager and Effective Leader** who excels at using proven methods and cutting edge technology to successfully cut costs, streamline operations, and increase productivity.
- History of strengthening the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.
- Skilled in **managing people and processes and developing motivated, high performing teams** eager to take on challenges and working collaboratively to contribute to organizational vision.
- Excellent communication, interpersonal, problem solving and relationship building skills.

CORE SKILLS

Sales & Marketing | New Business Development | Strategic Partnerships | Channel Management | Territory Expansion | Key Account Management | P&L /Budgeting/ Forecasting | SLA Management | Performance Management | Cost Controls | Relationship Management | Vendor Management | Market Expansion & Development | Competition/Market Analysis | Team Management & Training | Process Improvement | Operations Management | After-Sales Operations |

NOTABLE HIGHLIGHTS

OYO Hotels & Rooms

- ✓ Ensured highest take rate from the assigned portfolio through deal renewal and enabling VAS services to properties
- ✓ Took initiatives to winback properties which have gone in sold-out.
- ✓ Drove decisions across offline demand, Supply, CX with the right balance.
- ✓ Achieved revenue by ensuring all bookings are being billed in the OYO tab.
- ✓ Developed a loyal customer base to drive walk-in revenue and help achieve P&L targets for the cluster.

Metis Eduventure Pvt. Ltd.

- ✓ Introduced new alternative channel "Content Partner Program", which involved on-boarding indivisible coaching institute to assist them in books, online test series and video courses. Developed new channel partner for book distribution of Adda247 publication books.
- ✓ Developed strategic alliances and managed relationship with institutes and books suppliers.
- ✓ Successfully generated revenue of 1.5 Million per month.
- ✓ Spearheaded execution of Facebook, Google adwords, Youtube and Justdial campaign for lead generation
- ✓ Launched promotional campaign for exiting partners.

Quikr India Pvt. Ltd.

- ✓ SPOC for corporate sales and service.
- ✓ Took initiatives for client satisfaction through process improvement and streamlining flow of information.

Snapdeal (Jasper InfoTech Pvt. Ltd.) as **Key Account Manager**

- ✓ Managed Portfolio worth INR 5 Million per month.
- ✓ Product Assessment and Assortment:-Identified best product on Snapdeal and promoted them accordingly and on boarded new products and seller on Snapdeal.
- ✓ Product Valuation:-Made accurate valuation on product available on Snapdeal and negotiated seller to sell product accordingly.
- ✓ Project Cambrio:-Drafted seller communication mail for seller support team and guided them.
- ✓ Successfully achieved targets for many months.
- ✓ Achieved targets in terms of vendor satisfaction and numbers.
- ✓ Streamlined Sems / Affiliates & Online marketing and created promotional storefronts & brand stores

- ✓ Suggested alternative business models to the vendor so as to enhance the business volume.
- ✓ Led team in absence of superior. Motivated and helped team members to achieve targets.

WORK EXPERIENCE

Oravel Stays Pvt. Ltd. (OYO Hotels & Rooms) as Cluster Manager (Operation-Udaipur); Since Apr'19

Key Responsibilities

- ✓ Spearheaded overall performance of territory in terms of supply, operation efficiency and demand generation. Motivated and guided team for achieving assigned targets.
- ✓ Managed owner engagement to maintain customer experience in properties.
- ✓ Ensured cluster performance of CX metrics.
- ✓ Managed daily operations of various hotels across categories and ensured adherence at all OYO operational procedures and guidelines.
- ✓ Trained property manager and hotels manager to ensure best hospitality services provided.
- ✓ Monitored :
 - Performance, property wise and took necessary action to improve performance.
 - Performance of property managers and hotel manager and provided them incentives on their performance.
- ✓ Resolved issues of property owners and guests timely by coordinating with regional teams as well as central team.
- ✓ Coordinated with other region demand team to increase occupancy in assigned territory.

Metis Eduventure Pvt. Ltd. (Adda247.com, Bankersadda.com, SSCadda.com) as Regional Manager-Central India for Content Partner Program and Publication House; Jan'18 – Apr'19

Key Responsibilities

- ✓ Created guidelines and policies and ensured adherence.
- ✓ Trained field sales executive
- ✓ Developed strategies to overcome competition, increase alliance and upscale revenue.

Quikr India Pvt. Ltd. as Key Account Manager - Quikr Jobs, Quikr Jobs Pro, Hiree ; Dec'16 – Dec'17

- ✓ Developed framework and consulted with senior level management on fresh client alliances and strategies to bring them on - board.
- ✓ Trained the team in identifying brands and potential players as appropriate within the market or geographic area to ensure a robust pipeline of opportunities.
- ✓ Responsible for :
 - Setting up meetings between client decision makers and company's practice leaders/principals.
 - Planning approaches and pitches.
 - Participating in pricing the solution/service.
 - Presenting new products and services and building strong communication channel.

Snapdeal (Jasper InfoTech Pvt. Ltd.) as Key Account Manager; Dec'14 – Dec'16

- ✓ Accountable for vendor lead generation, vendor acquisition, vendor registration and vendor servicing/ retention.
- ✓ Tracked major brands of various categories and acquired them.
- ✓ Handled marketing, merchandising & operational activities for fashion, home & electronic category.
- ✓ Responsible for :
 - Prospecting, meeting and on boarding new vendor for the afore-mentioned categories on the web-portal
 - Monitoring vendor ratings and their feedback/satisfaction surveys and thereby achieving better customer experience
 - Monitoring the payout schedule of vendor and thereby reconciling it quarterly.
 - Balancing appropriate GMV
- ✓ Performed competitive benchmarking and conducted pricing study
- ✓ Prepared daily, weekly and monthly reports to the higher about sales performance and concerns.

ACADEMICS

MBA from Integrated Institute for Learning in Management (IILM), Gurgaon in 2014

B.Com (Bachelor in Commerce) from Career College Of Management, Bhopal in 2012

12th from Gurukul Public School, Datia (M.P.), in 2009

10th from Gurukul Public School, Datia (M.P.) in 2007

IT SKILLS

- ✓ Well versed with Windows OS, MS Office, Windows 98/ Windows XP/ Windows Vista/ Windows 7, Microsoft Office (Word, Excel, PowerPoint and Project), Basic AutoCAD-2010, Basic Troubleshooting & Networking Skills