

# Aditya Metikurke

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## PERSONAL SUMMARY

I am creative and inventive thinker who craves for challenge. A motivated team player consistently aims to exceed goals. I possess good communication skills and someone who can build up rapport easily, open up clients, find out exactly what they need, and then present them with a wide range of services. Pragmatic and results orientated, with a focus on bottom line results, I have a track record of achieving and exceeding the standards of performance set out for any **sales/customer experience** role. I want to develop my career in a fast moving environment, and currently looking for a suitable position with a company that values passion, positivity, integrity and hard work.

## Work Experience:

### Organization: Gunnybag – Bangalore

#### Job Profile: Business Development Manager

Experience: January 2017 – Till Date

Description:

Setting up meeting's with the prospective customers

Analyzing existing approaches to the development of business and making changes where appropriate

Forming strategic partnerships with companies to leverage their existing networks

Negotiating sales contracts with customers and ensuring their profitability

Monitoring customer satisfaction with existing clients

### Organization: UrbanClap India Pvt. Ltd. – Bangalore

#### Job Profile: Category Manager/Business Development

Experience: September 2015 - July 2016

Description:

Strengthening UrbanClap Brand

Manage entire spectrum of Bangalore Operations for 12 categories

Supply Management / Supply addition / Supply Activation / Supply Incentives)

Managing Customer Experience Team and Customer loyalty

Marketing (Offline)

### Organization: Flipkart Internet Pvt. Ltd. – Bangalore

#### Job Profile: Team Lead

Experience: September 2014 - August 2015

Description:

Provide relevant data to the sellers (Sales figures/revenue)

Handled Inbound/Email/Chat queues

Achieved one of the best S-SAT scores and Resolution

No ATTRITION for the year

### Organization: 247 Inc –Bangalore

#### Job Profile: Unit Manager

Experience: June 2013 - August 2014

Description:

To provide relevant data to the customer's through various sources

No ATTRITION for a period of 6 months

Highest standards of customer satisfaction

**Organization: Canarys Automations Pvt. Ltd. – Bangalore**

**Job Profile: Global Business Development Manager**

Experience: Sep 2012 - May 2013

Product/Service: Microsoft VSTS, Dynamics, SharePoint, ADM, Mobile App, US-IT recruiting.

Description:

Implementation of strategies and detailed estimates to support new sales campaigns

Responsibilities: Managing all phases of multifaceted IT projects including planning, cost management, resource management, communications, US-IT recruiting, and quality measurement Systems implementations, Ability to effectively communicate within all levels of the organization and with the client base

**Organization: ISG Nova Soft Technology Pvt. Ltd. – Bangalore**

**Job Profile: Client Service Champion**

Experience: October 2011 – July 2012

Providing relevant reports to the clients

Managing Reports, Assigning the orders to the right vendors and submitting the orders to the client on day to day basis

**Organization: Ladbrokes U.K. and Ireland PLC**

**Job Profile: Deputy Manager – Store Operations**

Experience: August 2010 – October 2011

Description:

Achieve Sales/Customer Service

Manage the shops in London, providing Day to Day accurate data of the Shop Profits.

Assign duties to shop staff members. Maintain a good relationship with customers and clients

Data Validation was the most important as the betting agency runs entirely on profits made over the counter to all other types of betting available.

**Organization: Marks and Spencer – U.K.**

**Job Profile: Customer Assistant**

Experience: January 2009 – June 2010

Description:

Ensure the highest standard of Customer Experience

Stock Management

**Organization: 24 7 Customer Pvt. Ltd.**

**Job Profile: Subject Matter Expert**

Experience: February 2003 – December 2008

Description:

Sales (Cold Calling)

Maintain High standards of quality

Customer: British Gas/Chase Bank

To provide relevant data to the customers using the available tools

**TECHNICAL SKILLS**

Skilled with MAC OS, Windows 3.11, 95, 98, NT, NT Server, XP, Vista, and Windows 7 MS Office (Word, PowerPoint, Excel and Outlook)

**Professional Summary:**

- IIM – B Executive General Management Programme
- B. Com with experience in Sales/Marketing/Customer Service/Handling Categories

**References will be provided upon Request.**