RAJIV RANJAN

**Add: P**-32, 2ndFloor,Private Colony,Sriniwaspuri,NewDelhi-110065

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Passport No. M7457526

**MARKETING - PROFESSIONAL**

**Offering nearly 20 years** of sterling experience; seeking **middle level** assignments across the industry

**PROFILE**

* Competent and diligent professional with 1**9years** of cross-functional experience in MARKETING Management & Operations, MIS, Computer Operation ,Customer Service ,Reporting ,Documentation ,relationship Management with clients and swiftly ramping up support management while ensuring business growth to the company. Worked as Assistant Branch Manager with company’s own branch in Central Delhi for 3 years.
* Gained extensive experience in marketing & operations reports and growths on various scenarios; spearheaded efforts as Executive, Senior Executive, Assistant Branch Manager and TSM – Marketing Resource with Overnite Express Ltd.- Delhi/NCR.
* Expertise in managing clients addition, retention and collection and MIS using expert knowledge of MS Excel, MS word & MS PowerPoint; adept in maintaining high standards of customer service with quality & service norms to achieve customer satisfaction and business retention.
* Experience in handling Operations Management, MIS Reports and Back end Operations activities in the cost-efficient manner with the unwavering quality standards.
* Consummate professional with excellent planning, execution, monitoring and resource balancing skills, attention to detail as well as the ability to build and lead the team effectively.

**PROFESSIONALEXPERIENCE**

**OVERNITE EXPRESS LTD. Feb 1999 - Till date**

MANAGER –Business Development

Delhi /NCR

**KeyResponsibilities:**

* Involved in regularly maintaining client base and increasing sales growth of various clients potential, using own support and guidance from seniors. regular coordination with clients to consolidate biz ,presenting the same to management for strategic review and performance mapping.
* Deftly responsible for coordinating and handling of clients business with proper team support and solving escalated clients service issues calls.
* Responsible for managing all thead ministrative & official activities whilemaintaining the healthy work. environment & discipline. Sending the MIS Report for all the touchpoint.
* Lead efforts in developing & executing new business through combing and callstargeting at organizational excellence growth.
* Adept at working with clients directly on their issues and helping them to solve at corporate level.
* Ensuring strict adherence as well as implementing Compliance feedback of clients.

**PREVIOUS EXPPRIENCE** :

SUMAN MOTELS LTD.

Worked as Marketing Executive – period 1 year

**KeyResponsibilities:**

Involved in making calls for time share business and different scheme of investment. Co-ordination with customer support department to provide booking at Resorts.

**EDUCATIONALCREDENTIALS**

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| Degree/Certificate | Year | University/Institution | Division/Grade |
| MBA | 2009 | AIMT, Delhi | Grade A |
| M.Com. | 1995 | PatnaUniversity | First |
| B.Com. | 1991 | PatnaUniversity | First |



**DateofBirth: 2nd February1972;LanguageProficiency:EnglishandHindi;References:AvailableonRequest; Marital Status –Married**