**GAURAV THAKUR**

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**Aspiring for assignments in Marketing/ Sales/ Business Development/ Product Development/ Client**

**Relationship Management with an organization of repute**

**Professional Summary**

* A result oriented professional with **14+ years** of experience in Sales, marketing, business development, key account management, product promotion, client relationship management and team management.
* **Currently associated with Thomas Cook, Gurgaon as Senior Manager, MICE**

**Core Competencies**

**Business Development**

* Forecasting sales targets and executing them in a given time frame thus enhancing clientele.
* Identifying and networking with prospective clients generating business from existing accounts and achieving profitability and increased sales growth.
* Carrying out regular feedback analysis, competitor, position market survey and formulated action plan.

**Key Account Management**

* Managing customer centric operations & ensuring customer satisfaction by achieving service quality norms.
* Identifying improvement areas & implementing measures to maximize customer satisfaction levels.
* Handling issues and customer grievances for superior customer service.

**Team Supervision**

* Monitoring, training & motivating the manpower & ensuring quality deliverables in the market.
* Providing direction to sales team for ensuring optimum performance & enhancing their professional and soft skills.
* Analyzing performance of team members & assigning the targets on regular basis.

**Professional Background**

**Total Work Experience: 14+ Years**

**Since Aug 2009 Thomas Cook India Ltd. (Gurgaon)**

**Growth Path:**

Aug 2009 to Aug 2011 Assistant Manager, Institutional sales - Foreign Exchange

Aug 2011 to May 2012 Manager, Key Account Management - Foreign Exchange

May2012 to Sep 2016 Senior Manager, Leisure Travel

June 2016 to till date Senior Manager- MICE

**Key Deliverables:**

* Focusing on New Business Acquisitions, along with servicing existing clients.
* Liaise with corporate clients and develop CXO level relationships.
* Maintains professional and technical knowledge by attending road shows, destination webinars; reviewing professional publications; establishing personal networks.
* Maintaining PR with Decision Makers in the corporate and initiate dialogue at the time of RFQ’s.
* Building good relationship with the clients and achieving customer satisfaction.
* Managing accounts with focus on increasing Thomas Cook’s revenue & market share.
* Devise various schemes to motivate GCP’s to perform more within the system.
* Managed a team of 7 people and was responsible for their performance & KRA’s.

**Significant Accomplishments**

* Appreciated by the management for rigorous business development activities deployed with a Certificate of Excellence.
* Successfully penetrated in new accounts and bagged highly visible deals.
* Successfully acquired corporate like **Akzonobel, Continental Tyres, Times Group, Rasi Seeds Carrier and NTT Data.**

**Certificate of Excellence**

* Received various appreciation letters from internal and external customers
* Awarded service delivery appreciation certificate.

**ICICI LOMBARD, New Delhi**

Assistant Manager (Apr 2007 - Aug 2009)

**Work outline:**

* Responsible for increasing the traction from existing/ad hock corporate.
* Bringing new business on board in the form of exclusive corporate contracts.

**Yes Bank Ltd, New Delhi**

Associate Sales Manager (Aug 06 - April 07)

**Work outline:**

* Identifying the potential clients for current accounts, mutual fund and insurance.
* To work on a healthy bank-client relationship by ensuring that the client enjoys the best of the services and it maintains a profitable business with the bank.
* Identify and develop new streams for revenue growth and maintaining relationships with corporate to achieve repeat/ referral business.

**American Express, NEW DELHI**

Territory Sales Leader (Jul 2005 – Aug 2006)

**Work outline:**

* Increased sales revenue from reached up to target.
* Assigned the responsibility of direct marketing and to meet different people at work and convince them to use our services.
* Building customer relationships with existing and new customers.

**Educational Background**

* Post Graduate Diploma in Applied Management from National Institute of Sales in 2005.
* Bachelor of Commerce (B.com) from Delhi University.

**Personal Details**

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| Date of Birth | January 2, 1984 |
| Permanent & Communication Address | A-91,Jain Park, Uttam Nagar New Delhi-110059 |

Date:- Gaurav Thakur