

**Vikas Chaudhary**  
(B.Tech – Mechanical Engineering)

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To have a growth oriented and challenging career, where I can contribute my knowledge and skills to the organization and enhance my experience through continuous learning and team work.

**Current Assignment:**

**Job Role:** Manager – Sales & Service  
**Organisation:** Fenesta Building System ( A Unit of DCM Shriram Ltd )  
**Duration:** April 2020– Present

**Responsibility:**

- Acquisition of new clients
- Lead conversion from numerous marketing channel
- Creating a short- and long-term sales plan with the intention of achieving the given objectives
- Consistently meet revenue goals in accordance with team/organizational goals
- Actively looking for possibilities to upsell and cross-sell to existing customers
- Obtaining referrals from the current clientele to widen the sales pipeline
- Recognize customer needs and provide insights for improving the product portfolio based on interactions with and feedback from customers
- Management of key accounts
- Development of new accounts
- Reporting and operations
- Overseeing pre- to post-sales support activities for the designated goods and regions while guaranteeing the greatest level of client satisfaction
- Delegating and directing service tasks, monitoring the progress of current projects, and managing service team members to ensure the team's objectives and sales goals are met.
- Handling customer complaints or concerns quickly and professionally to maintain good customer relationships and ensure repeat customers.
- Monitoring department issues and client complaints to create methods to lessen recurring issues.
- Auditing work and customer service to ensure the company's high standards, efficiency, and productivity goals are met.
- Maintaining strong relationships with manufacturers, dealers, and sales representatives.
- Helping to train new employees in company procedures.
- Projects are executed in agreement to the needs of the same.

**Previous Assignment:**

**Job Role:** Territory Manager  
**Organisation:** Livspace , Gurugram (Haryana)  
**Duration:** April 2019 – Mar 2020

**Responsibility:**

- Acquisition of new clients
- Define Scope interior estimation and initiate connecting customer with service partners based on customer requirements
- Visiting customer site along with service partners to help customer finalise the scope and quote with service partner for their work
- Handling customer complaints or concerns quickly and professionally to maintain good customer relationships and ensure repeat customers.
- Monitoring department issues and client complaints to create methods to lessen recurring issues.
- Auditing work and customer service to ensure the company's high standards, efficiency, and productivity goals are met.
- Maintaining strong relationships with manufacturers, dealers, and sales representatives.
- Helping to train new employees in company procedures.
- Working with operating staff to establish procedures, standards, systems and procedures
- Writing management and technical reports and customers' charters
- Determining training needs
- Directing objectives to maximise profitability
- Recording, analysing and distributing statistical information
- Monitoring performance

#### Previous Assignment:

**Job Role:** Engineer (Production and Quality)  
**Organisation:** Shark Shopfits Pvt Ltd. Greater Noida (UP)  
**Duration:** April 2017 – March 2019

#### Previous Assignment:

**Job Role:** Asst. Engineer (Production & Quality Department)  
**Organisation:** Cosmos Media Products Pvt Ltd. Greater Noida (UP)  
**Duration:** August 2015 – March 2017

#### Education Qualification:

Degree	Institute	Board / University	Percentage
B - Tech ( Mechanical Engineering)	GLA University , Mathura	Deemed University	60.4 %
Intermediate	RPM Public School Hathras (UP)	CBSE	70.8 %
Matriculation	Delhi Public School – Aligarh (UP)	CBSE	83 %

#### Knowledge Purview:

- Engineering drawing and product design.
- Manufacturing process: Assembly, machining.
- Industrial and production management.
- Machine tool operation, CNC

#### Academic Project Handled:

- Fabrication of Chainless Cycle

#### Capabilities & Competencies:

- AutoCAD
- MS- projects, MS-word, Excel, Power point.

#### Personal Profile:

- Current Address: KR nagar Sikandra Agra 282007
- Permanent Address Khurd Navipur , Hathras , UP , 204101
- DOB: July 1, 1994.
- Notice Period req. 01 Month

I acknowledge all the furnished information provided above is true to my knowledge and belief.

(Vikas Chaudhary)