

NAMEETA NIKETAN VERMA

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Analytical professional with cross-functional competencies in all phases of Sales & Business Development; targeting assignments in the same with an organization of high repute preferably in Ahmedabad.



PROFILE SUMMARY

- Vision-oriented professional **offering experience of nearly 11 years** in devising & implementing business policies and providing strategic direction to the teams in order to achieve profitability
- Acted as the **primary customer service contact for clients** who have questions about their accounts or products; answering all incoming calls to the sales/catering department, complete lead forms for all inquiries, changes and special requests
- Developed & **maintained "value added" working relationships with both internal & external stakeholders**, including other team members in order to ensure effective and integrated implementation of business development strategies
- Proficient in **identifying business opportunities by identifying prospects and evaluating their position**; investigated & analyzed sales options and selling products by establishing relationships with prospects and recommending solutions
- Developed strong market knowledge of existing/potential clients and **ensured business growth opportunities aligned to company's strategic plans**; provided in-depth analysis of markets, industry trends, competitors & clients to improve strategic planning
- Team-based management style coupled with the zeal to drive visions into reality; an effective leader with excellent motivational, analytical, problem-solving & decision-making skills to sustain growth momentum while motivating peak performances



CAREER TIMELINE

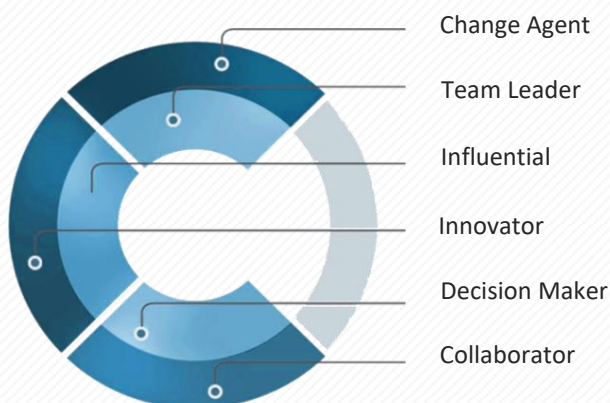


CORE COMPETENCIES

- Sales Coordination
- Sales Planning & Budgeting
- Customer Service Management
- New Business Development
- Revenue / Profitability Management
- Marketing & Promotions
- Complaint Management
- Market / Competitor Research
- Team Management / Training



SOFT SKILLS



EDUCATION

2011: MBA in Marketing from Welinger Institute of Management, Mumbai
2008: B.Sc. in Chemistry) from Elphinstone College, Mumbai University



CERTIFICATION

- Six Sigma Black Belt & PMP From Isel



TECHNICAL SKILLS

- Microsoft Word, Excel, PowerPoint
- Microsoft Outlook Express, MSCIT Course
- SAP & ERP (SD & MM module)



PREVIOUS EXPERIENCE

Anupam Rasayan India Ltd., Surat, Jan'14 – Till Date

Sales & Customer Services Specialist

Role:

- ◉ Coordinating with Sales Team by managing schedules, filing important documents and communicating relevant information
- ◉ Ensuring the adequacy of sales-related equipment or material; responding to customer complaints & providing after-sales support
- ◉ Developing and maintaining filing systems so as to maintain sales records, prepare reports, and provide financial information to the Finance Department
- ◉ Helping the sales team to improve their productivity by contacting customers to arrange appointments and ensuring all Sales Representatives have high-quality and up-to-date support material
- ◉ Managing the processing of all orders with accuracy and timeliness; informing clients of unforeseen delays or problems
- ◉ Monitoring the team's progress, identifying shortcomings and proposing improvements
- ◉ Assisting in preparing and organizing promotional material or events; ensuring adherence to laws and policies
- ◉ Preparing reports based on the sales of employees in the sales department
- ◉ Training new employees to make sure they meet various guidelines; reading and evaluating sales reports
- ◉ Meeting monthly sales goals provided by management
- ◉ Entering orders, ensuring they are processed according to customer requirements and ensuring accuracy & on-time delivery
- ◉ Developing presentations for management reviews which explains strategies to meet sales goals and new innovative ideas
- ◉ Supporting the Marketing Department in new marketing campaigns; developing sales goals and assisting other members of the sales department in meeting them
- ◉ Collaborating with other departments to ensure sales, marketing, queries, and deliveries are managed effectively
- ◉ Devising business strategies to ensure company sales targets and profitability are achieved or exceeded, including rigorous prospecting activities to further ensure customer satisfaction and engagement

Previous Experience

Dow Chemical International Pvt. Ltd., Mumbai, May'11 – Jun'13

Sales Professional – Plastic Sales (International)

GlaxoSmithKline Pharmaceuticals Ltd., Mumbai, Dec'10 – Feb'11

Management Trainee



PERSONAL DETAILS

Date of Birth: 5th August 1987

Languages Known: English, Hindi, Gujarati & Marathi

Address: B-201, Aaron Elegance, New CG Road, Chandkheda, Ahmedabad - 382424, Gujarat, India

Current CTC : 9Lacs, Notice Period : 15 Days