



# AMIT SINGH

SENIOR MANAGER  
SALES & OPERATIONS


## ABOUT ME

Adaptable & Progressive individual with polished relational and multitasking skills with superior awareness of B2B& B2C principles as well as the capacity to skillfully handle Telesales & business growth with new acquisition.

## CORE COMPETENCIES

- Strategic Planning
- Sales/ Management
- Renewal - Sales &
- Operations MIS /
- Documentation Training/
- Monitoring Business
- Development Insurance
- Sales Operations
- Relationship Management
- Team Management
- Analytical and Logical Problem Solving
- Market Research/Analysis
- Revenue Growth & Profitability
- Manpower Management


## AWARDS & ACHIEVEMENTS

 **Presidential Award for Best Employee**  
*Busy- Accounting Software Sales ( An Indiamart Company) (2022-23)*

 **3 Best Manager Award**  
*Shorea Softech Pvt. Ltd. (2021-22)*

 **Employee of The Year Award**  
*Shorea Softech Pvt. Ltd. (2021-22)*

 **8 Best Assistant Manager Awards**  
*Sabal India (2015-20)*

 **Top Performer**  
*IBM Daksha (2013-2015)*

## WORK EXPERIENCE



### SENIOR MANAGER (SALES & OPERATIONS – INSIDE/TELESALES)

*Busy Accounting Software.Delhi*

**DEC 2022 – SEPT 2023**

- Responsible for taking care of manpower planning and hiring.
- Vendor management, billing, business development, growth of vendor site and business.
- Persistency of 98-100% on target vs achievement.
- Managing of quality team and training team as a business head.
- Responsible for MIS Advance Report, Retention, Advance Incentive plans, shrinkage and responsible for growth of business.
- Support and facilitate management teams in identification of dialer (Progressive, predictive), Evaluation of CRM logic and development.
- Handling of Inbound & Outbound Team, Conversion, GWP, Dialer strategy, CRM strategy and setting up logics on business growth.



### SENIOR MANAGER- (SALES & OPERATIONS – INSIDE/TELESALES)

*Shorea Softech Pvt. Ltd. Delhi*

**OCTOBER 2021-NOV 2022**

#### Target Achievement: 80-90% Persistency

- Driven sales and achieved targets through the Sales Manager and associates from Salon Industry.
- Initiated cross sale function.
- Lead the outbound contact center.

#### Sales & Operations:

- Initiated B2B Sales/Inside Sales/ Online Sales/E-commerce.
- Helped the department to improve the contact center, productivity with CRM logics and dialer integrations.
- Vendor Management/ Third Party Centre Supported the seniors in sales efforts, accompanying on client calls if required etc.
- Directed and coordinated activities involving product Sales, services, monitor customer preferences to determine focus of sales efforts.
- Overseen regional and local sales managers and their staffs.
- Planned and directed staffing, training and performance evaluations to develop and control sales and service programs.
- Prepared and approved budget expenditures.
- Reviewed operational records and reports to project sales and determine profitability.
- Participated in the development/updating of procedures and guidelines to ensure the quality and integrity of the management policy.
- Associated with developing team /administer Product and risk management programs as set out by senior management.
- Prepared monthly performance reports and dashboards.
- Maintained all parameters to be followed on various levels, conclusions, from idea to launch to design supervision and finally successful generation of remarkable target achievement.
- Support and facilitate management teams in identification of dialer (Progressive, predictive), Evaluation of CRM logic and development.

- Worked with training and development teams to develop Product training programs.
- Collaborated with other functional areas to develop quality standards, strategy tactics and systems for monitoring performance for all Product transactions.
- Provided feedback to developers to enhance and/or improve our analytics process.



## ASSISTANT MANAGER/OPERATIONS MANAGER (EDUCATIONAL SALES- AAKASH & BYJU'S)

i-ENERGIZER

JUNE 2020-OCT 2021

- Individually setup and achieved assigned target through intermediaries and acquired by them.
- Acquired new channels & strategic customers on a regular basis and tracked activation of the same.
- Maintained relationship with super strategic clients in order to retain them.
- Achieved product-wise volume and value targets and thereby maintained a required product mix.
- Solved problems/issues proactively and developed a strong relationship with the channels.
- Ensured SLA Delivery for each process.
- Ensured quality of files processed by the operations team within the specified guidelines
- Achieved Service To Sales numbers.
- Ensured that all cash management services at the branch are delivered.
- Achieved service related TAT & specific deliverables like generating Tokens, FTR, TAT etc.
- Conducted Data analysis & sharing of best practices with team ensuring implementation of policies & processes.
- Coordinated with various HO / Cross functional departments & provided feedback.
- Recruitment and manpower forecast & planning.
- Ensured highest levels of employee relationship, motivated & engaged to drive results & high levels of employee satisfaction
- Vendor management (CPV Agencies)
- Ensured Compliance & Integrity within the area/region
- Supported all new initiatives & functional projects of the function.



## ASSISTANT MANAGER (TERM INSURANCE SALES)

SABAL INDIA (Insurance Web Aggregator | JUL 2015-MARCH 2020  
Pvt Ltd; Gurgaon



## SENIOR PRACTITIONER (Team Leader)- (SALES & LEAD GENERATION)

IBM DAKSHA, Gurgaon

AUG 2013-JUNE 2015



## SENIOR EXECUTIVE & SME (OPERATIONS)

RR INFOSOLUTIONS, KANPUR

JUNE 2011-JAN 2013

## AREA OF EXPERTISE

Target designing  
RAG slabs  
Incentive planners  
Retention programs  
Lead Management  
CRM & Dialer strategies  
Vendor and partner management  
Operational & Risk Management  
MIS report creativity

## EDUCATION

- 2010 **Bachelors in Computer Application**  
CSJM University
- 2006 **Higher Secondary Certificate**  
U.P. BOARD
- 2004 **Secondary School Certificate**  
U.P. BOARD

## COMPUTER SKILLS

Proficient in MS Office 365 - MS  
Word, MS Excel, MS Powerpoint  
■ Internet Applications

## HOBBIES & INTERESTS



## PERSONAL PROFILE

Date of Birth : 16 Feb 1989  
Languages : English & Hindi  
Religion : Hindu  
Nationality : Indian

## CONTACT DETAILS



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