

Rahul Thapa

Phone: +971 524306465 | **Email:** thaparahul085@gmail.com | **Visa Status:** Visit Visa

Passport Number: U 9545008 | **Issue Date:** 31-03-2021 | **Expiry Date:** 31 -03-2031



Summary: Desirous of working in an organization which provides adequate opportunity for career development and to learn to utilize my knowledge and contribute to the success of organization by my sincere efforts. Experience in Channel and Retail sales Management, Strategic Planning, Client Servicing and People Management. Track trends to keep abreast client's changing requirement and set performance standards and measure performance for efficient functioning of retail stores. Maintain healthy business relations with clients, ensure the customer satisfaction by achieving quality norms. Assessing requirements as well as working out measures to max customer satisfaction levels

Experience

Busy Accounting Solutions | Sales Co-Ordinator | Apr 2021 – Mar 2023

- Responding to complaints from customers and give after-sales support when requested. Ensuring the adequacy of sales-related equipment or material. Helping create a plan to support the sales team in reaching their target quotas. Booking client meetings, answering customer queries and arranging delivery dates.
- Inspire, motivate and lead the team to exceed sales and maximize profit while maintaining brand standards. Identify issues, and needs of clients and handle escalations from teams as well as ground level. Worked with Area Sales Managers and Territory Managers by ensuring quality through cost optimization and its objectives
- Overseeing complete business operations with accountability of profitability, forecasting monthly/annual sales targets & executing them in a given time frame. Strategizing the long term as well as short term business directions of the region to ensure maximum profitability in line with organizational and business objectives.
- Handling sales promotional activities for new products while ensuring their availability, timely distribution and market development. Identifying prospective clients, generating business from new accounts and developing them to achieve consistent profitability. Implement a consultative & solution selling methodology.
- Analyse, track, measure and report performance of all marketing campaigns, and assess ROI and KPIs. Implement budgets, prepare reports on senior management and ensure that the department complies with company policies. Performance appraisals provide an opportunity to set goals & develop employee objectives
- Collaborate with Marketing on initiatives to broaden awareness and drive demand generation. Drive revenue growth and ensure effective pipeline management of the segments. Responsible for product pitching, profitability and team management. Present ideas to expand service offerings and enhance brand positioning.

Pantaloons, Shillong | Sales Executive | Jan 2018 - Feb 2019

- Sets goals and targets across functions. Responsible for end-to-end business strategy and customer experience. Manage the business excellence of customer support organization. Implement the service delivery strategy. Fills-in and manages funnel for deals with partners and transforms potential leads into joint sales activities.
- Nurture long-term relationships with our accounts, in line with our mutuality principle. Ensuring delivery of in-store visibility alongside this. Motivate sales team on processes as well as continuing to train new recruits. Ensure timely submission of trade distributor paperwork, whilst coordinating internally to schedules & plan
- Negotiating contracts with the client and establishing a timeline of performance. Overseeing internal budgets with the company and external budgets with the client. Collaborating with sales team to maximize profit by up-selling & cross-selling. Develop positive working relationship with partners to build business objectives
- Managing Business Advisors and their productivity. Screening potential business deals by analyzing market strategies, and financials, resolving internal priorities. Close new business deals by business consulting, coordinating requirements, negotiating contracts, integrating contract requirements with business operations.
- Defines process and guidelines for the management of sales funnel. Collaborate and provide support to other functional teams to achieve company objectives. Providing necessary training to the sales force on product knowledge, institutional dealing and customer handling. Define, track and improve key performance metrics.
- Responsible for managing the overall business growth & Own the key accounts P&L and lead the portfolio, Build long term relationships with Account counterparts & ensure seamless operations on delivery of business goals and also managing key events. Guide clients throughout the execution of branding and marketing plans.

Rahul Thapa