



NANDHITHA K S

Senior Business Development Manager

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Visa status : Visit Visa

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Objective Statement

Skilled Senior Business Development Manager with a proven track record in Foreign Exchange, adept at customer loyalty programs, relationship management, and sales strategies.

Professional Summary

Dynamic Senior Business Development Manager with 3.1 years of experience in India's top Foreign Exchange and Travel Service provider. Expertise in statistics, currency valuation, sales, and customer service. Prove ability to develop and implement customer loyalty programs, build strong relationship, and drive revenue growth.

Professional Experience

Senior Business Development Manager

April 2022 – Present

Unimoni Financial Services Ltd

- Developed and implemented customer loyalty programs, resulting in a 15% increase in customer retention.
- Provided training and guidance to junior staff members, leading to a 20% improvement in team performance.
- Maintained relationships with existing and potential clients, resulting in a 10% increase in sales.
- Prepared presentations, reports, and proposals, contributing to a 25% increase in business opportunities.
- Coordinated sales and service efforts across multiple internal business partners, streamlining processes by 30%.
- Spearheaded the development and execution of strategic business plans, resulting in a 25% increase in market share within six months.
- Established and nurtured key partnerships with major corporate clients, leading to a 40% increase in high-value transactions.
- Led a team of 10 junior staff members, providing ongoing training and mentorship that resulted in a 15% improvement in overall team performance.
- Developed customized solutions for clients, resulting in a 30% increase in customer satisfaction ratings and repeat business.
- Played a pivotal role in negotiating and closing major contracts, contributing to a 35% growth in annual revenue for the company.

Relationship Executive - Foreign Exchange Unimoni Financial Services Ltd

April 2021 - April 2022

- Achieved 120% of foreign exchange targets and exceeded KPIs consistently.
- Maximized individual and team sales, contributing to a 25% increase in branch revenue.
- Provided exceptional customer service, resulting in a 90% customer satisfaction rate.
- Developed new business leads and increased bureau exposure by 40%.
- Maintained optimal stock levels of foreign currency, minimizing risk and errors by 15%.
- Successfully conducted market research and analysis, leading to the identification of new revenue streams and a 30% increase in business opportunities.
- Implemented targeted social media campaigns that resulted in a 20% boost in customer engagement and generated substantial sales leads.
- Collaborated with the marketing team to develop promotional offers, contributing to a 15% increase in foreign exchange transactions.
- Proactively monitored and managed competition rates, optimizing margins by 10% while maintaining competitive pricing for customers.
- Implemented process improvements that reduced errors by 20% and streamlined daily operations within the branch.

Education

B.com co-operation
University of Calicut at Pavaratty, Kerala

June 2016 - June 2019

Higher Secondary
Manthala Higher Secondary School at Chavakkad, Kerala

June 2014 - March 2016

Technical Skills

- Proficient in MS Office Suite (Word, Excel, PowerPoint)
- Advanced knowledge of Adobe Acrobat
- Skilled in creating and delivering impactful presentations.
- Expertise in social media marketing strategies
- Strong background in statistics and data analysis
- Experienced in foreign exchange management.
- Proficient in customer relationship management (CRM) systems
- Knowledgeable in developing and implementing sales and marketing strategies.

Core Competencies

- Excellent communication skills, both verbal and written
- Effective team leadership and collaboration abilities
- Strong problem-solving and decision-making skills
- Demonstrated adaptability and flexibility in various work environments.
- High level of attention to detail and accuracy

Certifications

- **HDMCA from** Accountants Academy Thrissur, Kerala
- **PMKVY (** Central Government Course)