

NEELISHA AMIT ANDREWS

CAREER OBJECTIVE A Competent & versatile Professional with more than 18 years of experience and good exposure to the entire spectrum of Business Development activities.

PROFILE SNAPSHOT A Post Graduate Business Administration Professional having 18 years of experience in extensive business development and operation processes, branding, event management, handling direct customer interaction to Consultative processes dealing in top corporate accounts. Being a part of customer centric processes & range of client segments managed has been a fulfilling learning curve. Have evolved through extreme networking & team management to deliver organizational objectives profitably.

PROFESSIONAL EXPERIENCE ASSISTANT MANAGER, KP CORPORATE SOLUTIONS LTD.

September 2014 to till date

- Handling of complete lead management activities
- Strategizing the process of identifications to sales closures
- Management of Presales team
- Aligning of presales executives as per volume of work and deadlines
- Act as the main interface to Sales team across all regions
- Event management
- Handling of company website and social media handles
- Handling sales CRM, internal repository of marketing collaterals
- Maintaining the management MIS for billing, PO and presales numbers

MARKETING AND SALES MANAGER, NOOR-US-SABAH RESIDENCY - REMIGATE INFRADEVELOPERS

September 2013 to July 2014

- Designing marketing campaigns for project launch
- Media buying and planning
- Direct Sales
- Networking with high network individuals for sales conversion
- Identifying channel partners and brokers to convert sales

AGM - BD & SALES - SHUBHALAY INFRASTRUCTURES PVT. LTD.

January 2013 till July 2013

- Leading the product from designing the logo to revenue collection
- Client conversion by managing a team of Assistant Managers
- Head sales campaign, assign and manage targets
- Branding and event management
- Formulating sales strategies and customized pricing
- Organizing Awaas Mela and leading the company in different property expos
- Conducting sales training for the team to keep them motivated and updated as per the market
- Managing the client database and use it for launching different projects

ASSISTANT MANAGER - PRESALES - KP CORPORATE SOLUTIONS LTD.

April 2007 to May 2012

Assistant Manager - Presales (Pune and Mumbai market)

- Sales pitch to the clients through client visits, presentations, RFPs and RFQs
- Periodic direct interaction with the client to ensure service levels are met
- Managing top corporate clients like Axis Bank, Tech Mahindra, Bharti Airtel, Ranbaxy etc.
- Grow profitable revenue through the use of up-selling and cross-selling within the designated customer base
- Conducting CSAT surveys through client visits to make the process customer centric
- Complete sales lifecycle from identification of prospects to conversion
- Branding: Creating Visibility through Promotion Campaigns at different events. Conducting Annual conference, seeking sponsorship and managing the complete event

Team Leader - Business Development

- Direct sales and customer interaction to achieve business objectives
- Identify, establish and manage multi-tier relationships across customer and within organizations to ensure a long-term business partnership and achievement of corporate goals
- Formulating sales plan / activities that incorporate initiatives for identifying and gaining new business prospects

Team Leader - Operations

- Manage a defined portfolio of large customers like KPIT, Mastek, Geometric, Axisbank etc with the help of management executives.
- Responsible for day today functioning including operations floor management.
- Conduct weekly coaching & Feedback sessions for executives & provide development opportunities.
- Achieving overall productivity and service level targets of the team. Ensuring timelines and SLAs are met.

TEAM LEADER OPERATIONS - E2E SERWISOL (TATA ENTERPRISE)

May 2006 to November 2006

- Managing a team of 15 agents, monitor their performance through call evaluations.
- Achieving overall quality and productivity and service level targets of the team.
- Monitoring Service Levels - Periodic collection and analysis of data received.
- Motivating each Team Member, guiding, monitoring their performance and implementing corrective actions as required. Identifying the training requirements of each Team Member.

TEAM MEMBER - JP MORGAN SERVICES INDIA PVT. LTD.

November 2004 to March 2006

- Analyzing the customer service opportunities between merchants and customers. Manage a portfolio of customers and customer retention via written communication, using calls to provide a 'personal service'.
- Managing credit card accounts of customers for in-depth research and analysis and further updating their accounts and informing them with regards to the same through written correspondence.
- Assisted in the training of new customer service representatives and associates.

CSE - MPHASIS MSOURCE INDIA PVT. LTD.

October 2002 to November 2004

- Answered inbound calls in support of customer needs. Conveyed in a reassuring manner step by step instruction to resolve account issues.
- Reviewed and issued new cards and associated services, performed queries in multiple data base.
- Assisted in creation and development of the banks customer relationship management system.

ASSOCIATE CONSULTANT - ICFAI HYDERABAD - ICIT SOFTWARE CENTER

June 2002 to October 2002

- Branding and Promotion of ICFAI distance learning courses across the country through corporate & college presentations, across India.
- Sales support to branch offices across the Country.
- Image building exercise through Counseling Meets & Career Fairs.
- Act as the customers' main point of contact, by liaising closely with the relevant departments within ICFAI to ensure that their queries, problems or issues are dealt with appropriately.

ACADEMIC QUALIFICATION

PGDBA (2000-2002 batch from ICFAI University (Deemed University established under section 3 of UGC Act, 1956), Hyderabad. CGPA - 7.9/10

B.A. (Management) 1997-2000 batch from Bhopal School of Social Sciences, Barkatullah University, Bhopal. Aggregate Percentage - 69%.

Senior Secondary-97 from Jawaharlal Nehru School, Bhopal (CBSE). Aggregate Percentage 79%.

ADDITIONAL INFORMATION

Well versed with the functions of M.S. Office and Internet.

Well versed with management tools like Zoho, Skype, Webex and One Drive.

Date of Birth	: June 21, 1979
Correspondence Address	: 25, New Shriram Parisar Phase 3 Awadhपुरi Khajurikalan Bhopal 462022
Marital Status	: Married
Contact Number	: 9893042449

DECLARATION

I hereby declare that the above-furnished details are true to the best of my knowledge and belief.

Place - Bhopal

Neelisha Amit Andrews