**RESUME**

**Residential ADDRESS**

**Gaurav Arora**

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Gaurav Arora

##### Objective

Ready to work in a reputed organization where I can utilize my knowledge to execute my job accurately and put in my best efforts for the growth of the company.

**Professional Summary**

**Sales** and **Operation** expert offers a wealth of knowledge and the ability to lead a team. Professional possesses extensive knowledge and keeps constantly updated on changes in the field to remain current. Offers 5 years of experiences in Operation and Sales.

**HEAD OPERATIONS -** Currently working as **HEAD of Operation & Sales Global Assure Private Limited** since Jan ’19.

**Managing daily operation**s –

**Corporate Sales**: On board New dealer and Insurance Clients.

**Follow up – Regular follow up with clients for payment and closure**

**Team Handling**: - Handling sales and operation team to achieve the sales Target

**Database:** Data Bifurcation, Analysis, Cleaning and distribution.

**Key Skills -**

 Handles management responsibilities including hiring, training, delegating work assignments, reviewing performance, and giving feedback

 Provide compelling product demos via the phone emphasizing service features and benefits, discussing contract terms, quoting prices, and preparing sales orders

 Attracting and setting up new customers, growing existing customer relationships, and providing customer service

 Expert in creating sales plays, writing call scripts, coaching reps and conducting sales trainings

 Achieve sales goals by hiring, organizing and directing quota-carrying inside sales personnel

 Coach effective team members by creating, refining and implementing training plans and workflow process best practice

 Working knowledge of CRM for lead, contact, pipe, forecast management and Develop close working relationship with the field sales organization to strategize on closure

 Help to create a team environment that rewards achievement and makes individual want to come to work each day

 Establish the goals and objectives of the team, assign tasks, and review work

 Listen to phone calls throughout the day to improve performance and ensure Quality Assurance levels are met

 Conduct regular sales meetings to communicate / motivate Account Managers and ensure good working discipline leading to sales/ quota achievement

**Customer Service –**

* **Sales Point (Policy Bazaar) -** Appointed as Relationship Manager Handled **Chain Sales Process of Insurance by Board Line New Insurance Agents** - Outbound Sales Process from August’ 18 till Jan’19
* **Axa Assistance India -** Appointed as Operations Coordinator promoted to – Senior Operations Coordinator Premium Process from Oct ’14 till June ’18. Handled 24\*7 Roadside service Support Inbound and Outbound process.

**Key Skills:**

* Outstanding analytical, problem-solving, and troubleshooting ability.
* Superior communication (oral and written), customer service and interpersonal skills.
* Both independent and team worker, as required.
* MS Office proficiency and tracking-software familiarity.
* Ability to multi-task and prioritize effectively.
* Poised and patient when dealing with clients.

**Main Functions:**

* Initiated and managed cross-functional teams which historically have not worked well together to achieve desired results.
* Adapted in a changing environment experiencing a succession plan without a succinct timetable.
* Provided clear and definitive leadership / vision in building sales organization.
* Mentored, motivated and coached sales team to create value and delivery in the sales process.

**Educational**

**:** 1) Graduation in Bachelors in commerce.

**:** 2) 12th Passed from C.B.S.E

**:** 3) 10th Passed from C.B.S.E

**Software environments**

Worked in : CRM, Windows 98, MS Windows 2000, MS Windows XP

MS Office : MS Word, MS Excel, MS PowerPoint.

**PERSONAL DETAILS**

Date of Birth 6th June 1992

Fathers Name Hans Raj Arora

Marital status Single

Gender Male

Nationality Indian

Languages Known English, Hindi.

**Date:**

**Place:**

**(Gaurav Arora)**