

# Navneet Mishra

## Sales and Customer Service Professional

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Performance-oriented Sales Leader and also Individual Contributor offering exceptional record of achievement, great in B2B as well as B2C Sales. Tenacious manager with strategic and analytical approach to solving problems, bringing in customers and accomplishing profit targets. Talented in identifying and capitalizing on emerging market trends and revenue opportunities.

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**Skills:** Customer Service, Customer Fulfilment, Customer Retention, Customer Communications, MIS Preparation Presentation preparation, Customer Service, MIS Research, Sales Supervision, Relationship building, Territory Management Business development and planning Performance-oriented Sales Leader and also Individual Contributor offering exceptional record of achievement, great in B2B as well as B2C Sales. Tenacious manager with strategic and analytical approach to solving problems, bringing in customers and accomplishing profit targets. Talented in identifying and capitalizing on emerging market

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## WORK HISTORY

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**2023-7 – 2023-11**

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### Project Manager , Exampill ,Mumbai

- Led strategic initiatives to onboard colleges and classes for the sales of Exampill's NEET preparation application, playing a pivotal role in expanding the user base.
- Successfully set and achieved sales targets by establishing partnerships with educational institutions, fostering collaboration through the signing of Memorandums of Understanding (MOUs).
- Collaborated with colleges and classes nationwide to understand their specific needs, tailoring Exampill's offerings to align with the unique requirements of each institution.
- Coordinated end-to-end MOU processes, ensuring proper legalities and documentation were in place for seamless partnerships with educational entities.
- Implemented cost-effective strategies to optimize operational expenses during the onboarding process, ensuring efficient use of resources for maximum impact.
- Developed and delivered comprehensive training programs for the sales team, equipping them with the knowledge and tools needed to effectively engage with educational partners.
- Conducted regular on-ground audits and checks to ensure the smooth functioning of the onboarding process, maintaining high-quality standards in educational partnerships.
- Established a robust feedback mechanism, providing regular insights to the sales team to foster continuous improvement in the onboarding processes.
- Conducted Goal (GOAL) assessments and feedback sessions with the sales team, driving improvements in individual and collective performance related to educational institution partnerships.

**2022-12 -2023-6**

Mumbai project head ,Quantum CorpHealth Pvt. Ltd,Mumbai

- Orchestrated offline marketing activities in collaboration with the sales and relationship teams to ensure the seamless onboarding of medical stores for health checkup customers.

- Successfully set and surpassed sales targets for onboarding medical stores, showcasing effective team leadership and staff development strategies.
- Collaborated extensively with vendors nationwide for the acquisition of medical stores, fostering partnerships to enhance the availability of health checkup services.
- Ensured the completion of proper legalities and documentation with medical store vendors, providing end-to-end support until successful payment transactions were achieved.
- Implemented cost-saving initiatives to optimize operational expenses, preventing unnecessary cash burn during the onboarding process.
- Designed and delivered comprehensive training programs for the sales and relationship teams, focusing on the specific needs of the healthcare market.
- Conducted on-ground audits and checks to guarantee the smooth functioning of the onboarding process for medical stores, maintaining high-quality service standards.
- Facilitated a robust feedback mechanism by providing regular insights to the sales team, fostering continuous improvement in the onboarding processes.
- Led GOAL assessments and conducted feedback sessions with the sales and relationship teams, driving improvements in individual and collective performance related to medical store onboarding.

## **2021-08 - 2022-11**

### **Operations and Offline Marketing Head, Morphees O2O Solutions Pvt Ltd, Mumbai**

- Identify and Plan offline marketing activities with help of sales and relationship team to ensure smooth functioning of sales activities.
- Set and achieved sales targets for 12 Cities. Strengthened sales with effective team leadership and staff development strategies.
- Collaborated with vendors PAN India for Merchant acquisition and offline marketing.
- Ensure proper Legalities and Documentations with vendors and end to end hand holding till payment.
- Cost saving activities to ensure cash burn is avoided.
- Ensured Proper training is provided to the sales and relationship team in all regions.
- On-Ground Audits and checks to ensure proper functioning of the sales and Relationship team.
- Ensure proper feedback is provided to the sales team through internal shops.
- GOAL Assessment and feedback sessions with sales and relationship team.

## **2020-10 - 2021-07**

### **Sales and Customer Service Head, Morphees O2O Solutions Pvt Ltd, Mumbai**

- Setting up a sales force of 60 along with relationship managers and executive's
- Discuss and create a sales process in-sync with the customer service team.
- Achieve targets decided by the management (10lacs / Monthly, Ticket price of 1499.)
- Handling and managing the sales and Customer service unit.
- Managed and motivated sales team to increase revenue, launched Sales for the new Business launched by LOCOFF.
- Proactive feedback provided to stake holders in terms of technology and UI.
- Monitoring Inbound and Outbound telesales activities to ensure smooth functioning of the process and bridge the gap between sales and customer service and retention team.
- Collaborated with vendors PAN India for marketing and Merchant Onboarding activities.
- Total of 36000 Merchant activation was achieved along with 20000+ end user activation through offline vendors and offline marketing activities.
- Complete vendor management

## **2019-11 - 2020-06**

### **Area Sales Manager Coutloot, Mumbai, Maharashtra**

- Monitored customer buying trends, market conditions and competitor actions to adjust strategies and achieve sales goals.
- Collaborated with vendors and built effective partnerships devoted to capitalizing on emerging and sustainable sales opportunities.
- Expanded product distribution by adding more than 50 new distribution points in region, excluding convenience stores, distributors, retail supermarkets and food services.
- Managed and motivated sales team to increase revenue, launched Sales for the new Business launched by Coutloot , starting from Mumbai.
- Set and achieved sales targets for Mumbai region. Strengthened Channel sales with effective team leadership and staff development strategies.
- Conducted Hunting and Farming effectively for Distributors and Merchants through my Team in Mumbai.

## **2019-02 - 2019-09**

### **Associate Customer Service Manager COUTLOOT, Mumbai, Maharashtra**

- To look after overall orders placed.
- Control NDR. Co-ordinate with Third Party Courier Vendors for smooth delivery of orders.
- Manage end-to-end processing of orders. Maintain
- Overall numbers in sync with industry standards.
- Onboarding of new vendors / sellers on platform and handle their accounts.

## **2015-12 - 2017-02**

### **Asst. Manager Sai Hospitality Services, Mumbai, Maharashtra**

- Customer service and retention.
- Handle customer complaints regarding hotel services and rooms.
- To proactively make necessary changes in the service factors giving more pleasant service to the customers.
- Co-ordination with the local legal authorities for handling complaints raised by the customers.
- Training the hotel staff on etiquettes for handling customers.
- Preparing MIS for all the 3 premises (Hotel Kishish Kunj, Hotel Sai Leela Residency, and Hotel Sai Grand) under my supervision.
- Cross checking of the Income-Expense report and to resolve if any conflicts found in the reports.

## **2015-07 - 2015-11**

### **Sr. Executive - Customer Communicant FICCL, Mass Communication, Mumbai, Maharashtra**

- To handle various communications channels for the company such as SMS, VMS, E-mail, Written Communications.
- Sending various transaction related messages to the customers via an automated systems.
- Generating leads by doing various campaign's for prospective customers.
- Pre and post sales communication's to the customers via all the channels available to make sure the customers are educated and informed accordingly and on a timely basis about the details of their accounts.
- Auditing of the communications sent to the customers from legal and compliance point of view.
- Handling and raising invoices for the bills received by vendors.
- Drafting and approval of scripts used for communications Coordinating with the internal departments for various campaigns.
- Creations and circulation of MIS on a daily, weekly and monthly basis.

## **2014-02 - 2015-07**

### **Insurance Claim Executive, FICCL, Mumbai, Maharashtra**

- Co-Coordinating with Rural branches PAN India for submission of Status and submission of Death claim documents by the branches to the HO.
- Processing of claims by validating documents received by the branches and evaluating them.
- Maintaining a TAT of 7 Working days for Claim Processing.
- Circulation of Daily, Weekly, and Monthly Metrics.

## **2011-11 - 2013-01**

### **Sub-Broker Angel Broking, Mumbai, Maharashtra**

- Execute the orders on behalf of clients.
- Confirmations of trade done by EOD.
- Ensure the volumes of trade is higher & clients trade frequently.
- Promoting in house research calls to increase volume & frequency.
- Cross promoting of third party products of Angel broking to the same clientele.
- Accurate & timely execution of orders on terminal (Sauda Punching on Terminal).
- Daily processing & confirmation of trades.
- Punch orders for clients on NSE / BSE terminals. Monitor client exposure limits.
- Solving Queries of the customers.

## **2008-05 - 2010-03**

### **Executive-Customer FICCL, Mumbai, Maharashtra**

- To Independently handle Customer Complaints through all sources and resolve the same.
- To do a thorough analysis of the complaints received and to do process change to minimize occurrences.
- To do a thorough analysis of the complaints received and to do process change to minimize occurrences.
- Co-ordination with the Branch manager PAN India for resolution of cases.
- Preparing MIS for all customer fulfilment activities along with analysis of revenue generated through various contact centre activities.

## **2006-10 - 2008-04**

### **Team Leader Aegis Bpo Services Ltd, Mumbai, Maharashtra**

- Actioning on Request and service issue received from various channel.
- Follow up with respective Branch managers for speedy resolution.
- Handling ad - on activities such as Top up loan callings and EMI reminder callings.
- Actioning on daily leads and forwarding the same to the respective Branch managers.
- Handling Inbound & Outbound Calls for Fullerton India credit company.

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### **Awards and Recognitions:**

- Company Type Description Magus Customer Dialog Monthly Awards Star of the Month
- Magus Customer Dialog Monthly Awards Star of the Month
- Fullerton India Credit Company ACE(Award for consistent Excellence)
- Star of the Quarter Fullerton India Credit Company ACE(Award for consistent Excellence)
- Star of the Month Fullerton India Credit Company

➤ ACE(Award for consistent Excellence) Star of the Month

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Place: Mumbai

Date:

Navneet Mishra