

Vijay Rajagopalan

Area Business Manager /Regional Manager

CONTACT INFO

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As an experienced Area Business Manager/Regional Manager at Teachmint Technologies, my career objective is to drive revenue growth and business development while providing excellent customer service to clients. With my strong track record of implementing successful sales strategies, building relationships with channel partners and corporate clients, and managing sales processes, I aim to leverage my skills and experience to achieve individual and team targets while fostering a positive and productive work culture. Additionally, I strive to develop a deep understanding of the educational technology market to identify cross-selling and up-selling opportunities.

AREA OF EXPERTISE

- Business Management
- Business Relationship
- Business-to-Business (B2B)
- E-learning sales
- Sales Management
- Business Development
- Customer service
- Contract management
- Sales presentations,

SYNOPSIS

- Experienced Area Business Manager/Regional Manager with a proven track record of successfully planning, directing, and coordinating sales activities to meet revenue targets.
- Skilled in developing and executing sales strategies, generating leads, building relationships with channel partners and corporate clients, and managing the entire sales process from lead generation to deal closure.
- Strong relationship-building skills with key decision-makers in the education sector and a deep understanding of the educational technology market and its pain points.
- Effective at collaborating with partners, stakeholders, and internal teams to identify and execute new business opportunities.
- Experienced in hiring, training, and managing a team of sales representatives, fostering teamwork, innovation, and performance in a positive work culture.
- Proven expertise in using sales automation tools and implementing innovative sales techniques to increase customer satisfaction and generate revenue.
- Skilled in preparing and delivering compelling sales presentations and demos to prospective clients and providing excellent customer service and post-sales support to existing clients.
- Able to create data dashboards, graphs, and visualizations to track and analyze sales data and report to zonal heads, and assist sales and marketing teams in determining customer outreach methods.
- Experienced in planning and managing sales incentives, rewards, and recognition programs to motivate sales teams and drive performance.
- Possesses excellent communication, leadership, problem-solving, and customer service skills.

EXPERIENCE

Teachmint Technologies, Chennai

JAN 2023 TO TILL DATE

Area Business Manager / Regional Manager

- Planned, directed and coordinated sales activities to meet the company's revenue targets.
- Implement and execute the sales strategy for the region, including lead generation, relationship building, and business development.
- Develop relationships with channel partners and corporate clients, including schools and educational institutions.
- Manage the sales processes from lead generation to deal closure, including customer service and post-sales support.
- Build and maintain strong relationships with key decision-makers at schools and educational institutions.
- Collaborate with partners, stakeholders, and internal teams to identify and execute new business opportunities.
- Ensure customer satisfaction by providing timely and effective solutions to their queries and concerns.
- Hire, train, and manage a team of sales representatives to achieve individual and team targets.
- Develop and maintain a positive, productive work culture fostering teamwork, innovation, and performance.
- Provide regular performance feedback, coaching, and training to team members to ensure continuous development.
- Understand the company's products and services, including enterprise resource planning (ERP), curriculum sales, e-learning sales, and software as a service (SaaS).
- Develop a deep understanding of the educational technology market and the needs and pain points of schools and educational institutions.
- Use this knowledge to identify opportunities for cross-selling and up-selling the company's products and services.

- Prepare and deliver compelling sales presentations to prospective clients, including demonstrations of the company's products and services.
- Build and maintain strong relationships with existing clients by providing excellent customer service, anticipating their needs, and proactively addressing their concerns.

Skill Lync, Bangalore

DEC 2021 TO JAN 2023

Sales Manager

- Handle the end-to-end sales process, from Lead distribution to managing the sales associates (Team Size: 32+) based in Chennai and Bangalore.
- Responsible for developing and overseeing smooth and effective sales processes of the E-Learning Platform that enable the growth of supporting organizations.
- Analyze the domain's market trends and discover new opportunities for growth
- Monitoring self-performance at all times while also contributing to the team's performance, keeping track of factors like conversion factor, Average revenue generated per lead, average revenue per sale, etc.
- Drive activation of new customers from the industry and academia through the marketing funnel from awareness to interest to desire to action
- Monitoring sales team performance, analyzing sales data, periodical forecasting and reporting to zonal heads.
- Ensure Sales Associates complete 120 Calls per day.
- Diligently communicating and priming the lead through channels like email, WhatsApp, SMS, and calls.
- Achieving the weekly targets in a high-pressure performance-driven competitive environment.
- Proactively increase sales productivity by simplifying processes and implementing sales automation tools, like email prospecting, contract management, and content enablement software.
- Suggest new services/products and innovative sales techniques to increase customer satisfaction
- Preparing reports for internal and external audiences using business analytics reporting tools
- Set up meetings with colleges and universities and give them webinar sessions.
- Drive the creation of marketing collateral across various formats and mediums relevant to target customers.
- Maintaining and Tracking Sales Data, Creating data dashboards, graphs, and visualizations.
- Assist Sales and Marketing teams in determining customer outreach methods.
- Planning and managing sales incentives, Rewards, and recognition programs.
- Monitor and assist sales Leaders with regular input metrics - Managing a team of Sales associates.
- Travelling to different countries and getting the tie-ups for placements with reputed colleges and universities
- Coordinating with the Tier 1 companies to take up the placements for students enrolled in courses with us.

Achievements:

- Managed to complete consistently 92% of the Monthly Target.
- Awarded four times the best team handler.
- Visited Singapore & Malaysia to get the tie-ups for placements with reputed colleges and universities.

Cox & Kings Ltd, Trichy

SEP 2018 TO NOV 2019

Senior Marketing Manager

- Monitoring the whole Branch Operation Process as per the Business Norms and Regularization.
- Ensuring the timely release of foreign exchange whilst maintaining conformity with RBI guideline and FEMA regulations.
- Handling the whole range of activities related to sale & purchase of all Major Currencies and Traveller Cheques, Forex travel Card
- Liaising with international travellers and understanding their exchange needs
- Responsible for facilitating remittances in foreign currencies that are made from abroad through SWIFT & FCDD etc.
- Planning & Conceptualizing Various Strategies to achieve Business goals and aimed towards the growth Business Volumes.
- Efficiently liaising with the corporate clients to understand their requirements and cater to their needs ensuring utmost customer satisfaction.
- To sell holiday packages – International & Domestic, frame Itineraries, to meet the clients and get the requirement for the upcoming tour plans, to assist international passengers with airport operations & sell packages with airline tickets & Customer service. Countries most dealt – Singapore, Malaysia, UAE, Thailand & Andaman.
- Identifying capacity limitations, bottlenecks, process problems and resource utilization with reasons for shortfall in targets and taking steps to rectify the same.
- Identifying business core / critical systems/processes and priorities to resolve operational issues in liaison with the higher management.
- Dexterously provides customer service through tactically driven strategies based on customer behaviour and market trends to develop effective client retention and adherence to quality standards.
- Ensuring that no critical request is received from the customer and successfully managing cross-

- selling of Our products for an overall boost in combined revenue generation.
- Working on maintaining and auditing various accounting entries, vouchers, cash books and bank registers and preparing all day end reports and fund position reports. Proven expertise in identifying fake and forged major currencies.
- Maintaining the quality of Interaction to provide the customer with world-class experience & maintaining Good rapport with external and walk-in customers.
- Effective relationship management through satisfactory customer service & timely resolution of customer queries/ issues.
- Responsible for achieving the overall target.
- Ale to Coordinate with the transporter, Hotels, international & domestic airlines for cost negotiation based on client's needs, budgets & expectations
- Providing efficient and effective service to customers / foreign agents /Branch offices/ Vendors to avoid any issue while travelling.

Dubai International Airport, Dubai

JUN 2013 TO NOV 2017

Senior Customer Relation Manager

- Responsible for managing service level of all customer service aspects at the Airport.
- Handles any aspect of ticketing and check-in by operating a computerized point-of-sale system, boarding, Marhaba services, baggage service, reservations and resolving related complaints and problems.
- Inspect and verify passenger documentation
- Assist passengers with self-service check-in kiosks
- Competent in using DMACS system for check-in of the passenger
- Performing necessary checks on passports and visa before checking in of passenger
- Issue boarding passes and reschedules passengers affected by flight interruptions or cancellations
- Assist passengers as needed through arrival and check-in processes, including support for passengers with special requirements such as unaccompanied minors (UM), VIP passengers and passengers needing wheelchair assistance
- Assist colleagues in other areas of the airport to ensure that wheelchairs, strollers and gate-checked bags (cleared through security) are made available for loading upon departure and delivery to passengers upon arrival
- Oversee and coordinate operational performance including, but not limited to, on-time departures (D-Zero), safety, security, customer service delivery and other key performance indicators
- Adhere to the internal operating boarding procedures by ensuring that laid down boarding priorities, announcements, hand baggage removal, regular staff briefing and stationary/equipment availability before the flight.
- Ensure that customers experience service consistent with the Emirates Group high standards and assigned to any area across the group that provides either front-line or behind the scenes customer care.
- Handling of international transit passengers with the Transit visa.
- Provide quality service to passengers regarding check-in, boarding, special services, lounges and baggage services as per companies commercial and safety standards and procedures.
- Ensure and monitor that all pre-flight / post-flight activities are completed in all aspects
- Familiar with *Below Wing* Operations Service and responsible for providing leadership to direct reports, front-line work teams and the operations.
- Plan, organise and control all aspects of the overall operation, including effective coordination of all internal and external departments such as Handling Agents, caterers, other airlines, and various authorities at the airport to ensure customers are provided with a high level of service.
- Handling of VVIP, VIP and CIP passengers
- Offer passengers the highest service levels from the moment they check-in through to their final destination, the gates, the lounges and beyond.
- Possess Excellent knowledge of Reservations/Fares and Ticketing, Departure Control Systems.
- Knowledge of Dangerous Goods Regulations & Weight & Balance
- Ability to offer friendly and professional assistance over the phone as well as face-to-face
- Assist customers with everything from last-minute travel plans to itinerary changes
- Knowledge of Baggage Tracing and Claims Handling.
- Handling International Routings and Transit Visas.

Joy in Life Tours and Travels Pvt Ltd, Cochin

APR 2012 TO APR 2013

Customer Relation Officer

- Processing of international visa applications for various destinations.
- Preparing the visa file and Passport application, Follow-ups with the clients, and collecting the clients' documents.
- Ensure that all of the information provided by the client is accurate and correct, preparing and checking all legal documents.
- Sends emails to applicants to coordinate passport pickup or delivery.
- Keeps informed of laws, regulations and SOPs related to visa cases.
- Politely and efficiently handles upset customers seeking corrections to visas with errors.
- To work with Amadeus & issue tickets interact with customers and

resolve their complaints.

- Able to take complete action on all classes of visas upon receipt, including screening, data entry, visa classification, scanning of documents, photo capture, fingerprint capture, printing, quality assurance and tracking and issuance.

CERTIFICATIONS

Conflict Management / Fire & Safety / Dangerous Goods

MAR 2017

Emirates Airlines, Dubai

TECHNICAL SKILLS

Operating System	Windows 2000/XP/7/8.1/10
Office Packages	MS Outlook/2000/9/7/10,MS Office

EDUCATION

Sree Narayana Guru College, Coimbatore

APR 2012

B.Com

70%

CORE COMPETENCIES

- Sales Strategy: Develop and execute sales strategies to meet company revenue targets and identify new business opportunities.
- Relationship Management: Build and maintain strong relationships with channel partners, corporate clients, and key decision-makers at schools and educational institutions.
- Team Management: Hire, train, and manage a team of sales representatives to achieve individual and team targets.
- Customer Service: Ensure customer satisfaction by providing timely and effective solutions to their queries and concerns.
- Market Knowledge: Develop a deep understanding of the educational technology market and the needs of schools and educational institutions.
- Cross-Selling & Up-Selling: Use market knowledge to identify opportunities for cross-selling and up-selling company products and services.
- Sales Process Management: Manage the sales processes from lead generation to deal closure, including customer service and post-sales support.
- Presentation Skills: Deliver compelling sales presentations to prospective clients, including demonstrations of the company's products and services.
- Data Analysis: Monitor sales team performance, analyze sales data, and prepare reports for internal and external audiences.
- Marketing Support: Assist sales and marketing teams in determining customer outreach methods and drive the creation of marketing collateral.

PERSONAL DETAILS

Name	Vijay MR	Languages Known	English, Malayalam & Tamil
Father's Name	Rajagopalan. MR	Date of Birth	22.04.1989
Gender	Male	Passport Number	R5239055
Nationality	Indian	Passport Expiry	26.01.2027
Marital Status	Single	Native Place	Chennai