



# AMIT SINGH

SENIOR MANAGER  
SALES & OPERATIONS

## ABOUT ME

Adaptable & Progressive individual with polished relational and multitasking skills with superior awareness of B2B& B2C principles as well as the capacity to skillfully handle Telesales & business growth with new acquisition.

## CORE COMPETENCIES

- ♦ Strategic Planning
- ♦ Sales/ Management
- ♦ Renewal - Sales &
- ♦ Operations MIS /
- ♦ Documentation Training/
- ♦ Monitoring Business
- ♦ Development Insurance
- ♦ Sales Operations
- ♦ Relationship Management
- ♦ Team Management
- ♦ Analytical and Logical Problem Solving
- ♦ Market Research/Analysis
- ♦ Revenue Growth & Profitability
- ♦ Manpower Management

## AWARDS & ACHIEVEMENTS

### Presidential Award for Best Employee

*Busy- Accounting Software Sales ( An Indiamart Company) (2022-23)*

### 3 Best Manager Award

*Shorea Softech Pvt. Ltd. (2021-22)*

### Employee of The Year Award

*Shorea Softech Pvt. Ltd. (2021-22)*

### 8 Best Assistant Manager Awards

*Sabal India (2015-20)*

### Top Performer

*IBM Daksha (2013-2015)*

## WORK EXPERIENCE



### SENIOR MANAGER (SALES & OPERATIONS – INSIDE/TELESALES)

*Busy Accounting Software.Delhi*

**DEC 2022 – SEPT 2023**

- Responsible for taking care of manpower planning and hiring.
- Vendor management, billing, business development, growth of vendor site and business.
- Persistency of 98-100% on target vs achievement.
- Managing of quality team and training team as a business head.
- Responsible for MIS Advance Report, Retention, Advance Incentive plans, shrinkage and responsible for growth of business.
- Support and facilitate management teams in identification of dialer (Progressive, predictive), Evaluation of CRM logic and development.
- Handling of Inbound & Outbound Team, Conversion, GWP, Dialer strategy, CRM strategy and setting up logics on business growth.



### SENIOR MANAGER- (SALES & OPERATIONS – INSIDE/TELESALES)

*Shorea Softech Pvt. Ltd. Delhi*

**OCTOBER 2021-NOV 2022**

#### Target Achievement: 80-90% Persistency

- Driven sales and achieved targets through the Sales Manager and associates from Salon Industry.
- Initiated cross sale function.
- Lead the outbound contact center.

#### Sales & Operations:

- Initiated B2B Sales/Inside Sales/ Online Sales/E-commerce.
- Helped the department to improve the contact center, productivity with CRM logics and dialer integrations.
- Vendor Management/ Third Party Centre Supported the seniors in sales efforts, accompanying on client calls if required etc.
- Directed and coordinated activities involving product Sales, services, monitor customer preferences to determine focus of sales efforts.
- Overseen regional and local sales managers and their staffs.
- Planned and directed staffing, training and performance evaluations to develop and control sales and service programs.
- Prepared and approved budget expenditures.
- Reviewed operational records and reports to project sales and determine profitability.
- Participated in the development/updating of procedures and guidelines to ensure the quality and integrity of the management policy.
- Associated with developing team /administer Product and risk management programs as set out by senior management.
- Prepared monthly performance reports and dashboards.
- Maintained all parameters to be followed on various levels, conclusions, from idea to launch to design supervision and finally successful generation of remarkable target achievement.
- Support and facilitate management teams in identification of dialer (Progressive, predictive), Evaluation of CRM logic and development.

- Worked with training and development teams to develop Product training programs.
- Collaborated with other functional areas to develop quality standards, strategy tactics and systems for monitoring performance for all Product transactions.
- Provided feedback to developers to enhance and/or improve our analytics process.



**ASSISTANT MANAGER/OPERATIONS  
MANAGER (EDUCATIONAL SALES- AAKASH &  
BYJU'S)**

*i-ENERGIZER*

**JUNE 2020-OCT 2021**

- Individually setup and achieved assigned target through intermediaries and acquired by them.
- Acquired new channels & strategic customers on a regular basis and tracked activation of the same.
- Maintained relationship with super strategic clients in order to retain them.
- Achieved product-wise volume and value targets and thereby maintained a required product mix.
- Solved problems/issues proactively and developed a strong relationship with the channels.
- Ensured SLA Delivery for each process.
- Ensured quality of files processed by the operations team within the specified guidelines
- Achieved Service To Sales numbers.
- Ensured that all cash management services at the branch are delivered.
- Achieved service related TAT & specific deliverables like generating Tokens, FTR, TAT etc.
- Conducted Data analysis & sharing of best practices with team ensuring implementation of policies & processes.
- Coordinated with various HO / Cross functional departments & provided feedback.
- Recruitment and manpower forecast & planning.
- Ensured highest levels of employee relationship, motivated & engaged to drive results & high levels of employee satisfaction
- Vendor management (CPV Agencies)
- Ensured Compliance & Integrity within the area/region
- Supported all new initiatives & functional projects of the function.



**ASSISTANT MANAGER (TERM INSURANCE SALES)**

**SABAL INDIA** (Insurance Web Aggregator | JUL 2015-MARCH 2020  
Pvt Ltd; Gurgaon



**SENIOR PRACTITIONER (Team Leader)- (SALES &  
LEAD GENERATION)**

**IBM DAKSHA, Gurgaon** | **AUG 2013-JUNE 2015**



**SENIOR EXECUTIVE & SME (OPERATIONS)**

**RR INFOSOLUTIONS, KANPUR** | **JUNE 2011-JAN 2013**

**AREA OF EXPERTISE**

- Target designing
- RAG slabs
- Incentive planners
- Retention programs
- Lead Management
- CRM & Dialer strategies
- Vendor and partner management
- Operational & Risk Management
- MIS report creativity

**EDUCATION**

- 2010 **Bachelors in Computer Application**  
CSJM University
- 2006 **Higher Secondary Certificate**  
U.P. BOARD
- 2004 **Secondary School Certificate**  
U.P. BOARD

**COMPUTER SKILLS**

- Proficient in MS Office 365 - MS Word, MS Excel, MS Powerpoint
- Internet Applications

**HOBBIES & INTERESTS**



**PERSONAL PROFILE**

- Date of Birth** : 16 Feb 1989
- Languages** : English & Hindi
- Religion** : Hindu
- Nationality** : Indian

**CONTACT DETAILS**

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