

GOVIND V P



CONTACT

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Dubai

Passport No: S0883060

Visa Type: Resident Visa

LANGUAGES

English
Malayalam
Hindi
Kannada
Tamil

QUALIFICATIONS

Master Of Business Administration (2019)
• Bharathiar University- TamilNadu, India

Bachelor Of Technology(Mechanical) (2017)
• ACE College- Palakkad, India

SKILLS

- In-depth understanding of sales principles and customer service practices
- Financial forecasting
- Market research and strategy
- Sales planning, sales presentations and demos
- Social media management
- Analytical, research skills and Communication skills
- Leadership, Coaching and mentoring skills
- Time management skills/Organizational skills
- Active listening skills, Critical thinking skills & Problem-solving skills
- Conflict management and resolution
- Negotiation

WORK EXPERIENCE

RELATIONSHIP OFFICER

HSBC, DUBAI, UAE

DEC 2022- CURRENT

- Generate new customer leads through various channels. Follow up on new leads and referrals to generate business. Maintain accurate or up to date activity records.
- Proactively identify sales prospects and/ or conduct business development activities.
- Achieving the monthly sales targets, Cross sell assets fee, products & documentation.
- Identify potential customers through databases, follow up leads and telephone contacts etc. Maintain complete & / or detailed knowledge of all assigned products
- To sell Personal finance products to the specified target customers/segments and meet monthly sales targets.
- To contact potential customers and understand them about the product offerings.
- To ensure performance as per the performance management criteria. Ensuring that the conclusions on all the business sourced on Telesales leads, should be reported to ARM/RM.
- To ensure that prospects are clearly communicated about the bank conditions.
- To ensure "Know Your Customer" ; as prescribed by the bank are adhered to.
- All the legal and compliance guidelines provided by the bank are adhered to.
- Data confidentiality and secrecy norms of the bank are adhered to.
- To ensure that no customer application is misplaced and is kept in safe custody.
- To ensure that code of the conduct as per the bank bank's policy are adhered to.
- To ensure that all the documents provided by the customer for completion the card applications are duly checked and forwarded to the relevant bank officers.
- To ensure that I do the documents original sighting as laid out in the original sighting guidelines of the KYC policy of the bank.
- To ensure that the sales process prescribed by the bank is fully adhered to.
- Verify that potential customers satisfy all criteria required of a desired customer profile as outlined by the bank..
- Maximize sales referral opportunities by working with customer service colleagues.

TEAM LEADER & SALES COORDINATOR

ASHTEL GROUP OF COMPANIES, DUBAI, UAE

DEC 2019- DEC 2022

- Coordinate sales team by managing schedules, filing important documents and communicating relevant information
- Ensure the adequacy of sales-related equipment or material
- Respond to complaints from customers and give after-sales support when requested
- Store and sort financial and non-financial data in electronic form and present reports
- Handle the processing of all orders with accuracy and timeliness
- Inform clients of unforeseen delays or problems
- Monitor the team's progress, identify shortcomings and propose improvements
- Assist in the preparation and organizing of promotional material or events
- Ensure adherence to laws and policies
- Receive and analyze complaints to ensure they are solved or addressed in the most effective manner.
- Support customers on a wide range of generic services following established policies and procedures to ensure customer needs are met in the most effective manner.
- Coordinate and escalate complex or specialized enquiries to responsible teams to ensure ad hoc support is provided.
- Work closely with supervisors to improve the execution of assigned activities.
- Track major customer complaints and report key issues to supervising colleagues.
- Interact with internal teams to ensure consistent and reliable customer service.
- Provide customers with dedicated support according to policies and procedures to ensure compliance to regulations and risk mitigation.

TECHNICAL & SOFTWARE SKILLS

- Matlab, AutoCAD, Pro-Engineering & working model
- Solid works, AnSYS
- CATIA, CNC
- ACT, web designing, CSS
- Proficiency with MS Office Suite, particularly MS Excel
- Programming languages: Java, C++, PHP

CERTIFICATES

- NDT Level 2
- CAD
- NAPCO
- G-tech
- Quality Controller & Quality Analyst
- CATIA
- MATLAB

REFERENCE

Available upon request

SALES EXECUTIVE

JIO TELECOM, BANGLORE, INDIA

JUL 2018-JUL 2019

- Identify and solicit potential clients
- Build market position by locating, developing, defining, negotiating, and closing business relationships
- Maintain an updated database in sales database including all activities, partners, and opportunities with their current status.
- Preparing DSR of Sales Executive
- Negotiating all contracts with prospective clients. Helping the team to achieve the team target by generating activities and Preparing monthly reports.
- Generating leads of potential customers
- Ensure compliance with the established standards and procedures and high level of customer service.
- Manage sales strategy, execution, and results.
- Develops and manages sales pipelines with prospective clients.
- Serve as client liaison to ensure timely response to customer needs.
- Educating customers on product usage or troubleshooting common issues
- Keeping up-to-date with product knowledge and industry trends
- Managing and resolving escalated customer issues in a timely manner
- Answering questions about a company's products or services.
- Processing orders and transactions.
- Resolving issues and troubleshooting technical problems.
- Delivering information about a company's offerings.
- Providing proactive customer outreach.
- Handling customer complaints.
- Manage sales strategy, execution, and results.
- Develops and manages sales pipelines with prospective clients.
- Serve as client liaison to ensure timely response to customer needs.
- Educating customers on product usage or troubleshooting common issues
- Keeping up-to-date with product knowledge and industry trends
- Managing and resolving escalated customer issues in a timely manner

REGARDS

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