

Nobin Mathai

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United Arab Emirates



PROFESSIONAL SUMMARY

Dynamic, results-focused professional with strong presentation, negotiation, and upselling skills. Collaborative and analytical problem-solver dedicated to achieving outstanding sales and improving team efficiency. Customer-focused with a proven track record in project management, team leadership, and client satisfaction. Ambitious sales and marketing leader driving substantial revenue through innovative strategies, competitor research, and continuous optimizations. Detail-oriented with excellent organizational skills, committed to company growth and improvements through critical decision-making and quantitative problem-solving.

WORK EXPERIENCE

Consultant

Sep 2023 - Nov 2023

Pillar 89, India

- Drive sales growth through strategic assessments and improvements in operations, HR, records, data security, and communications.
- Optimize establishment operations for increased efficiency, revenue generation, and employee training and development.
- Conduct thorough client assessments, identifying sales opportunities, and providing actionable recommendations.
- Oversee business operations, vendor inventory, and client negotiations, ensuring effective portfolio management, seamless sales processes, and ongoing employee development.

Associate Director

Mar 2022 - Jul 2023

Leadership Boulevard Pvt Ltd, India

- Organizing timely execution of deliverables & inquiry resolution with internal teams and key stakeholders
- Managing revenue, repeated business, and customer satisfaction
- Developing the team's skills and capabilities through coaching and mentoring them
- Visiting customer with the team to supervise training and monitor overall performance.
- Held regular meetings with trade staff to delegate tasks, communicate market trends, sales KPIs and priorities.
- Developed retail strategies with seasonal changes and implementation plans for deployment teams.
- Recruited motivated, personable staff to deliver outstanding customer care.
- Hit sales targets by seeking opportunities for operational expansion and new customer acquisition.
- Developed strategies to position business to shape and capitalize on emerging customer and market needs.
- Strengthened profit opportunities by effectively managing time/resources to meet sales objectives.

Regional Head

Jul 2020 - Feb 2022

Tata Classedge (Division of Tata Industries), India

- Maintained program usage and satisfaction statistics, analyses data, and prepares reports.
- Handled 85 of inbound calls per day.

- Administered revenue maintenance, repeated business, customer satisfaction and more.
- Met schedule using excellent planning and coordination skills.
- Met budget targets through responsible planning and resource allocation.
- Planned and executed new strategies to increase sales from different sources.
- Trained and mentored employees to maximise team performance.
- Monitored the ISO system effectiveness and ensuring adherence of internal processes.
- Assisted HR by taking part in hiring, training, productivity matrixes etc.
- Conducted performance reviews and counselling to increase personnel production.
- Created new training initiatives as well as evaluation procedures and upgraded the existing ones.

Manager - Sales Training

Dec 2015 - Jun 2020

Popular Vehicles and Services Pvt Ltd (Maruti Suzuki), India

- Supported HR by taking part in hiring, onboarding, training, needs analysis and productivity matrix.
- Conducted performance reviews and counselling to increase manpower productivity.
- Offered assistance with organizational departmental planning, performance monitoring, and development procedures.
- Created a mechanism for calculating return on investment (ROI)
- Evaluated market conditions and competitor actions to develop successful marketing strategies.
- Met financial goals with organized strategies focused on proper management of expenses and income.
- Generated strategic weekly Key Performance Indicator (KPI) targets, motivating and incentivizing staff to continually achieve and exceed expectation.
- Monitored staff performance, continually seeking ways to improve team delivery for optimized financial success.
- Managed team by offering support and constructive feedback to improve skills and maximize potential.

Assistant Manager

Jun 2012 - Dec 2015

Pearson Education, India

- Supervised and delegated tasks to employees to meet key productivity targets.
- Developed long-term training strategies for new and existing employees across multiple departments.
- Helped senior management plan and carry out daily operations and meet key objectives.
- Drove sales and controlled costs to support revenue and profitability targets.
- Cut labour and product costs by creatively addressing inefficiencies.
- Fostered strong rapport with prospective clients and stakeholders to aid negotiations.
- Employed outstanding communication and relationship-building abilities to lead by example in providing first-class customer care.

Training Officer

Jul 2010 - Jun 2012

Muthoot Fincorp Ltd (Financial Services), India

- Advise employers and employees on the interpretation of human resources policies, compensation and benefit programs and collective agreements.
- Offered specialized training based on own background and specialization.
- Assessed individual needs, talents, and weaknesses to determine and recommend appropriate courses.
- Scheduled initial consultations with clients to gather information, identify financial circumstances and preferences.
- Increased client base by providing expert advice during conferences and networking events.

Customer Service Executive

Apr 2009 - Jul 2010

Muthoot Fincorp Ltd (Financial Services), India

- Process customer cash deposits and withdrawals, cheques, transfers, bills, money orders and other related banking transactions
- Answer enquiries and resolve problems or discrepancies concerning customers' accounts
- Maintained excellent customer satisfaction by delivering high-quality customer service and dealing with all matters appropriately.
- Communicated with customers through phone calls, online chats and emails to assess customer needs and provide solutions.
- Attended to incoming enquiries within target timeframes. Followed-up on customer interactions to provide further support.
- Met demands of high-volume customer enquiries and exceeded performance targets.
- Wrote professional business correspondence and prepared informational sheets for clients.

EDUCATION

Bachelor of Commerce (BCom)

Jun 2005 - Mar 2008

Mahatma Gandhi University • Kerala, India

Intermediate Education

Jun 2003 - Mar 2005

Gulf Model School • Dubai, United Arab Emirates

Diploma in Psychological Counselling

Jan 2013 - Jan 2014

Calicut University • Kerala, India

SKILLS

MS Word, PowerPoint, and Excel	Talent Development	Business to Business (B2B)
Team Leadership	Market and competitor analysis	Key account development
Training and development	Service-driven sales	Sales and market development
Quick learner	Administrative support	Profit and revenue generating strategies
Problem Solving	Sales operations	Account management
Client relations specialist	Sales territory growth	Recruiting and hiring
Deadline-orientated	Communication skills	Presentation skill
Analytical Skills	Time management	Negotiation

PROFESSIONAL CREDENTIALS

- Certified as Psychological Counsellor

LANGUAGES KNOWN

English, Malayalam, Hindi, Tamil