

# 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**

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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**

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

**PROFESSIONAL CREDENTIALS**

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- Certified as Psychological Counsellor

**LANGUAGES KNOWN**

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English, Malayalam, Hindi, Tamil