



## **RESUME/BIO DATA**

Name : Vivek Azad

**Skillset** : *Employee Performance Evaluation, Recruiting & Interviewing, consulting, Staff Supervision, Employee Scheduling, Business Planning, Business Administration, Event Management, Cost Control, Contract Management, Operations Management, Negotiations, Budgeting, Business Development, Liaisoning, Expenditure Management, Logistics, Legal Coordination*

### **Profile**

Proactive manager with demonstrated leadership abilities, strategic planning expertise and problem-solving acumen. Assists senior managers with accomplishing demanding targets by encouraging staff and coordinating resources. Methodical and well-organized in optimizing coverage to meet operational demands. Accomplished Assistant Manager with in-depth experience consistently rising through ranks. Well-versed in sales, personnel management, accounting and inventory management. Dedicated to complete knowledge of company products and services for optimized customer service. Forward-thinking team leader skilled at operating departments efficiently to meet goals. Successful background matching employees with roles for maximum performance. Proactive and hardworking individual focused on continuous operational improvement.

Assistant Manager | **R T A M Constructions and earth moving Corporation.**

### ***New Delhi - January 2018 - Current***

- Strengthened merchandising and promotional strategies to drive customer engagement and boost sales.
- Developed loyal and highly satisfied customer base through proactive management of team customer service strategies.
- Developed organizational structure to outline and direct rules, roles and responsibilities.
- Strengthened operational efficiency to remain cost-effective while maintaining quality service.
- Reviewed sales and gross profit report to assess company efficiency.
- Mentored team members to enhance professional development and accountability in workplace.
- Conducted weekly staff meetings to motivate staff members, address concerns and questions, plan improvements and evaluate progress toward goals.

Customer Service Executive | **Credence Analytics Private Limited.**

***Pune (Maharashtra) - April 2017 - October 2017***

- Employed comprehensive benchmarks to establish and monitor customer service standards.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Provided primary customer support to internal and external customers.
- Assessed customer service trends and evaluated complaints to determine areas in need of enhancement.
- Corresponded with delinquent customers to collect payments and make billing arrangements.
- Escalated critical customer issues to supervisor to avoid lost revenue and canceled policies.
- Described product and service details to customers to provide information on benefits and advantages.
- Evaluated interactions between associates and customers to assess personnel performance.

Business Development Manager | **Egainz.Com**

***New Delhi - October 2008 - March 2017***

- Coordinated innovative strategies to accomplish marketing objectives and boost long-term profitability.
- Developed and implemented favorable pricing structures balancing firm objectives against customer targets.
- Reached out to potential customers via telephone, email and in-person inquiries.
- Completed and submitted monthly and yearly reports to support executive decision making.
- Compiled product and customer data to generate informed profit projections.
- Identified key products, services and customers and used data to devise innovative sales and marketing plans enabling dramatic growth.

Manufacturing Plant Manager/Executive of Production | **Standard Cartons Private Limited**

***Gurugram - May 2006 - September 2008***

- Created new training program with focus on staff safety, food safety and production quality to achieve reduced labor costs and tighter control points.
- Managed direction and planning for plant with focus on optimization of daily functions, exceeding customer expectations and achieving KPIs.
- Maximized plant safety through proactive strategies and well-structured training.
- Organized and guided operations of production, processing and machinery according to business procedures and protocols.
- Provided direction and leadership to all levels of employees and managers.

- Made strategic decisions and developed key plans that affected direction of business.

Sales Executive/Business Development Manager | [Egainz.com](http://Egainz.com)

***New Delhi - January 2002 - March 2006***

- Analyzed past sales data and team performance to develop realistic sales goals.
- Increased revenue by implementing effective sales strategies in sales cycle process from prospecting leads through close.
- Remained current on industry trends to better understand customer needs, product effectiveness and sales tactics.
- Developed SWOT analysis and executed targeted sales strategies accordingly using data-driven decision-making.
- Grew sales and boosted profits, applying proactive management strategies and enhancing sales training.
- Utilized internal lead referral tools to solicit new business opportunities and contacts.
- Evaluated costs against expected market price points and set structures to achieve profit targets.
- Researched sales opportunities and possible leads to exceed sales goals and increase profits.

- ***Bachelor of Arts - Jul 1996 - Jul 1999***
- ***History Honors (Three Years of College )No DegreeJul 1996 - Jul 1999***
- ***Central School KV | Sector 8 R K Puram New Delhi***
- ***CBSE Board X & XII***

**Hobbies/Interests**

Birdwatching and feeding birds is therapeutic for the heart and soul and especially when they play around you, any quiet place where one can find birds is a place to sit and watch them feed play and run around is so amazing, football is one sport that i love to watch especially because of the adrenaline rush the noise and the enthusiasm amongst the watchers is more than the players at times, the best way to showcase team spirit which is very important for life. Workout is most important activity in the self care section and its always going to pay off, never runs out of the possibility, whatever be your age workout is the biggest form of self care. Hitting a gym is one thing where a person can never go wrong.

Date of Birth : 12-01-1977

Father's name : Dr Shyam lal

Address : House no 321, Street No. 5,Asola Housing Complex,

Asola Dhaakwaali,New Delhi 110074, India, Landmark Guruji Bade Mandir

Nationality : Indian

Phone Number : 8288942653

Email Address : vastubyvivek@gmail.com

Languages Known : written and spoken Hindi, English, Bhojouri

Status : Unmarried/single/Divorced

Religions : Hindu

References : Yes

Passport : Yes

Relocation : Yes

Last Salary Drawn : Rs.92,500/-

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