

Shubham Goswami

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Summary

Dynamic and results-driven sales expert with a proven track record of exceeding targets. Skilled in sales strategies, client relationship management, and communication. Proficient in utilising CRM systems for lead management and tracking. Strong negotiator with a keen ability to adapt to evolving market conditions. Collaborative team player with a focus on problem-solving to drive sales success. Results-oriented Senior Executive driven to always be improving business operations. Specialising in SaaS , IT industry with 8-year track record of success.

Skills

- Performance Benchmarking
- Business Forecasting
- Business Performance Management
- Client Satisfaction
- Strategic Goal Development
- Goal Attainment Planning
- Performance Management
- Performance Monitoring
- Issue Identification And Resolution
- Business Opportunity Development
- Key Performance Indicators

Experience

My Operator Senior Consultant

September 2023 - Current

Currently dealing with WhatsApp API and IVR Solution , SaaS Services , demonstrating strong skills in B2B Sales.

Analysed feedback from customers regarding satisfaction levels; developed action plans based on findings

Managed a team of 5 executives responsible for sales, and marketing functions

Established performance metrics to measure progress towards goals and objectives

Analysed financial data, trends, and market conditions to identify opportunities for increased profitability

Monitored industry trends and changes in customer demand to adjust business strategies accordingly

Developed and implemented long-term strategic plans to ensure organisational growth and sustainability.

Dotpe Private Limited
Senior Consultant

Aug 2021 - Sep 2023

Experienced in selling Websites services , Payment gateways & WhatsApp API , SaaS services , demonstrating strong skills in B2B sales .

Managed a team of 3 executives responsible for operations, finance, sales, and marketing functions

Cultivated and maintained industry relationships and customer partnerships to capitalise on opportunities and maximize business success

Negotiated contracts with vendors to maximize cost savings while maintaining quality standards

Ordered analysis of location and business unit performance, resulting in closure or consolidation of underperforming areas

Implemented company's distribution and import initiatives, administering contracts, and engaging partners to significantly maximize profit margins

Led startup and creation of operational procedures and workflow planning.

Bharat Eat
Senior Sales Consultant

Nov 2018 - Aug 2021

Supported leadership with development of marketing and sales plans by providing sales data and sharing customer insights

Motivated sales staff to exceed sales targets by boosting morale with team building activities and encouraging friendly competition

Created monthly reports summarising sales performance metrics such as revenue, volume, margin.

Wipro
Executive

Aug 2016 - Sep 2018

Developed and implemented strategies to increase executive efficiency

Coordinated cross-functional teams to deliver high quality results within tight timelines

Established relationships with key partners and vendors to ensure successful project outcomes.

Education and Training

Facebook - Meta
Marketing Stat and WhatsApp Api Sales

B.Com, Delhi University
Sales and Marketing

Saraswati Vidhya Mandir, High School
Business Administration And Management

Others
Accounts & Business Studies

Languages

English, C1 - Advance

Hindi, C2 - Proficient

Hobbies and Interests

I enjoy sport, traveling, listening to music and sharing a great meal with friends..