



Rohit Kumar

CUSTOMER EXECUTIVE

Contact

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Education

Post Graduate Diploma in Management

Dr. A. P. J. Abdul Kalam Technical University, Grater Noida
2021 - 2023

B.Sc Chemistry Honours

Patliputra University, Patna Bihar
2018 - 2021

Skills

- Effective communication
- Leadership skills
- Sales Management
- Time management
- Building relationships
- Data analysis
- Constant curiosity
- Ability to Handle pressure.
- Quickly adopt new learning.
- Problem solving and decision-making capability.
- Willing to accept new challenges.
- Easily get involve with the new people.

About Me

I am a hard working, honest individual. I am a good timekeeper, always willing to learn new skills. I am friendly, helpful and polite, have a good sense of humour. I am able to work independently in busy environments and also within a team setting. Enthusiastic leader who enjoys working with sales professionals to identify realistic goals, encourage integrity, and provide superior customer service to customers.

Experience

Varun Beverages Limited

Customer Executive

Jan2024 - Present

Patna, Bihar

- Successfully managed 7 Distributor, 10 Salesman and total business turnover of more than 10 to 12 crores, worked on market coverage and placed new products.
- Driving Sales and Distribution for the company products and manage territory and the customers.
- Planning controlling and maintaining their stock level to ensure the optimal replenishment and fill rate.
- Design and implement local sales promotion scheme.
- Work with the pre sales representative to ensure achievement of sales and merchandising in the outlets
- Directly responsible for volume and sales growth in territory and I will coach and train the Pre-Sales-Representatives.
- Analysis sales figure on regular basis.
- Promoting new product and market launch.
- Planning routes efficiently to increase productivity
- Ensuring stock availability and Rack Execution as per planogram
- Develop a network of distributors in the region and achieve the sales target.
- Coordinate and manage 10 Salesman Team to ensure timely deliveries and execution of orders

Parle Biscuits Pvt Ltd

Sales officer

Jan2023 - Dec2023

Gorakhpur, Uttar Pradesh

- Managed 5 Distributor, 14 Sales representatives and a total business turnover of more than 8 crores.
- Handling Channel Management and all operations of distributors.
- Responsible for Primary and Secondary sales of the territory.
- Mentoring training of Distributor's Sales person to ensure sales and operational efficiency.
- Regular Market visit and mapping of all retailers.
- Handling and providing services to all outlets.
- Handling SFA (Device) and retail market of territory.
- Responsible for the launch of new products in the territory.
- Prospecting the client for distributorship.
- Evaluating performance of the distributors and monitoring their Sales and Marketing Activities.
- Managing Institutions i.e. Railways, Canteens, Highway Hotels and Self Service Outlets.
- To keep in contact with the company wholesalers and retailers.
- Target the Per Capita Consumption (PCC) as per company norms.
- Planning the Infrastructure Development while working on the PCN (PARLE COVERAGE NORMS).
- Monitor the procurement process and make sure the demand supply chain works Smoothly.

Language

- Hindi
- English

Hobbies

- Traveling
- Social Work
- Personal growth

Summary

• Very keen to learn and fruitful use that knowledge in Sales life. Love to face challenges.

• Proficiency at grasping new technical concepts quickly & utilizing them in a productive manner.

• A systematic, organized, hardworking, innovative and dedicated team player confident in handling multiple assignments under pressure and meeting tight deadlines.

• Process excellent interpersonal and communication skills and self-motivated.

• Ability to handling multiple properties with ease and adaptable to any kind of environment.

Bharti Airtel

Account Manager

Aug 2022 – Jan 2023

Delhi NCR, Gurgaon

- Generate new business using existing and potential customer networks.
- Act as the point of contact and handle customer's individual needs.
- Develop positive relationships with clients.
- B2B Sales with upselling and cross selling of telecom products.
- Manage a portfolio of accounts to achieve long-term success.
- Manage multiple accounts & ensure target achievement on Order booking, Revenues.
- New Account identification emerging markets and market shifts while being fully aware of new products and competition status.
- Build strategic relationship with key decision makers in the accounts-Middle and Senior management including CXOS.
- Driving revenue enhancement in the accounts (both Data and Voice) though effective account management along with retention of the existing revenue. Augment solution selling, and drive new product penetration in emerging markets.
- Co-ordinate with the cross functional teams, both internally (BSG, CE, Networks, etc) and externally (Partners, Vendors, Clients, etc) to ensure business target, achievements and meeting customer expectations on service delivery.
- Ensure the account business target achievement Order booking, Revenues, Collections, New Account identification. To work in alignment with processes on Data and Voice.

Amul

Sales and Marketing intern

May 2022 – Jul 2022

Patna, Bihar

- Responsible for sale of the products and generating revenue for Company.
- Working under TSI's and get insights into how things roll out in the FMCG Industry on-field.
- Maintaining customer relationships, dealing with distributors, meetingsales targets.
- Increase the Sales and Visibility of Amul Product.
- Customer Relationship Management (CRM)
- Product Management
- Stock Management
- Customer Satisfaction
- Market Analysis

Achievements & Award

- Quarterly Top Sales Award Recognized for outstanding sales performance, achieving the highest sales figures in Q4 2023
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- surpassing revenue targets, securing key clients, winning sales awards, and consistently delivering exceptional customer service.
- Developed a new system for generating sales leads which was implemented across the organisation and resulted in a 30% improvement in sales performance among peers.