

PARTH MEHTA

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EDUCATION

Year	Course	Specialization	Board/University
2013 - 2016	B.Com	Accounting & Finance	Mumbai University
2011 - 2013	Higher Secondary	Commerce	Maharashtra Board

PROFESSIONAL SYNOPSIS

- Proven ability in managing the entire life cycle of customer service
- Accomplished in planning, developing, and implementing business solutions
- Excellent verbal, written, and interpersonal skills
- Ability to create presentations quickly using Microsoft Office
- Ensure Health & Safety, Safe Operating Procedures, and Good Manufacturing Practices are followed
- Ensure safety guards are in place and keep all safety guards in place on machines while in operation
- Respond to any defects or issues with the machine (i.e. lights, alarms, visual indicators) and notifies the supervisor and maintenance of needed repairs
- Perform changeovers to accommodate different sizes of packaging materials or product change
- Remove scrap from the machine and maintain housekeeping in and around your working area
- Complete all required documentation accurately and promptly
- Prepare equipment and ensure the machines are properly shut down after production
- Follow the company's health and safety program, rules, and procedures and work in compliance with health and safety-related legislation and codes
- Experience with computer systems and programs
- Excellent coaching skills and ability to inspire the team
- Influential in establishing, sustaining, and developing client relationships by offering them practical solutions and services as per the specific requirements
- Vigilantly delivering feedback to senior management about plans, cost savings, risk mitigation, and the latest ideas enabling the enhancement of the overall organization's efficiency and profitability
- Work in a team environment and be a team player
- Will be required to set up and operate the machine as per orders
- Verify specifications with a production copy

PROFESSIONAL EXPERIENCE

AJMERA GROUP	ASSISTANT SALES MANAGER	AUG 2023 - TILL NOW
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ROLES AND RESPONSIBILITIES

- Assist in overseeing the sales team's day-to-day activities, providing guidance, motivation, and direction to achieve sales targets.
- Collaborate with the sales manager to formulate and execute effective sales strategies that align with organizational goals.
- Identify and explore new business opportunities to expand the customer base and enhance market presence.
- Analyze sales data, KPIs, and market trends to evaluate team performance and recommend improvements.
- Foster and maintain strong relationships with key clients and prospects, ensuring high levels of customer satisfaction and loyalty.
- Coordinate training sessions and workshops to enhance the skills and knowledge of the sales team.
- Assist in forecasting sales targets, developing sales plans, and allocating resources accordingly.
- Conduct market research to identify emerging trends and competitor activities, providing valuable insights to the sales team.
- Continuously review and improve sales processes to enhance efficiency and effectiveness.

- Collaborate with marketing to generate quality leads and ensure their successful conversion into sales.
- Prepare and present regular sales reports and performance metrics to management and stakeholders.
- Contribute to the creation and management of sales budgets, ensuring cost-effectiveness and adherence to financial guidelines.
- Coordinate the creation of sales presentations, proposals, and promotional materials to support the sales team.
- Facilitate open communication within the sales team and across other departments to foster a cohesive and collaborative work environment.
- Ensure adherence to company policies, ethical practices, and industry regulations in all sales activities.

XANADU REALTY

ASSISTANT SALES MANAGER

JUL 2022 - AUG 2023

PROFESSIONAL ACHIEVEMENT

- Successfully developed the Channel Partners Western region of Mumbai, resulting in increased business for the company.
- Generated a significant client base from a non-core market of the launch, demonstrating the ability to identify and capture new business opportunities.
- Generated revenue of 6 crores within just 2 months for the company, highlighting exceptional sales and negotiation skills.
- Highly appreciated by senior management for outstanding performance and contribution to the company's growth.

ROLES AND RESPONSIBILITIES

- Generating leads and identifying potential clients for the real estate company.
- Developing and implementing marketing strategies to promote the company's properties.
- Conducting market research to stay up-to-date with current trends and competition.
- Assessing and evaluating the value of properties to determine pricing.
- Meeting with clients to discuss their needs and preferences, and recommending suitable properties.
- Negotiating contracts and agreements with buyers and sellers.
- Ensuring that all legal and regulatory requirements are met in property transactions.
- Providing guidance and advice to clients on property-related matters.
- Maintaining accurate records of all property transactions and contracts.
- Coordinating property viewings and open house events.
- Collaborating with other sales and marketing professionals to develop effective sales strategies.
- Developing relationships with mortgage lenders, real estate attorneys, and other industry professionals.
- Preparing and presenting sales and marketing reports to senior management.
- Managing and mentoring junior sales staff.
- Developing and managing budgets for sales and marketing campaigns.
- Identifying and pursuing new business opportunities.
- Ensuring excellent customer service for all clients.
- Maintaining professional relationships with current and potential clients.
- Staying up-to-date with changes in real estate laws, regulations, and procedures.
- Representing the real estate company at industry events and networking opportunities.

3M MUMBAI

SALES OFFICER

APR 2018 TILL - APR 2022

PROFESSIONAL ACHIEVEMENT

- Successfully established strong relationships with clients, resulting in increased sales and customer satisfaction.
- Proficiently operated the cut-to-length machine and demonstrated an understanding of computer commands, leading to improved productivity and efficiency.
- Diagnosed and corrected machine problems and reported equipment failures to supervisors, highlighting strong problem-solving skills.
- Provided leadership and training to inspire the Sales Team independent sales representatives/agents, resulting in improved sales performance and team collaboration.

ROLES AND RESPONSIBILITIES

- Build close relationships with clients
- Set up new work orders and operate the cut-to-length machine
- Understand computer commands on equipment
- Diagnose and correct machine problems, report equipment failures to the supervisor, and assist in the maintenance of the machine to maintain a safe work environment while maximizing productivity, and following safety guidelines (including wearing proper protective equipment)
- Perform required housekeeping duties to maintain a clean and safe working area
- Meet and exceed sales goals by established deadlines
- Ensure exceptional customer service while reaching sales targets
- Maintain knowledge of their pricing, programs, products, and service
- Provide leadership and training in meetings to inspire Sales Team independent sales representatives/agents

INDUSIND BANK MUMBAI

PHONE BANKING OFFICER

JUN 2017 - APR 2018

ROLES AND RESPONSIBILITIES

- Attended inbound calls and responded by resolving customers' queries
- Educated customers about banking products and services
- Played a crucial role in up-selling banking products
- Plan, organize, direct, and provide leadership to achieve the short- and long-term business growth and retention objectives
- Daily development of the team through coaching, training & accountability
- Provide sales functional leadership and expertise
- Assisting in selecting, training, and developing high-caliber sales professionals
- Guide and process customer orders and inquiries in a fast-paced environment using world-class technology.
- Communicate with customers via phone, email, and chat.
- Solve customer problems and find the best possible solutions.
- Provide knowledgeable answers to questions about products, pricing, and availability.
- Respond to shipping inquiries and answer order status questions.
- Become a product expert and understand each customer's needs to provide real, effective solutions and deliver exceptional customer service.

PCI MUMBAI

CUSTOMER SERVICE

JUN 2016 - JUN 2017

ROLES AND RESPONSIBILITIES

- Played a crucial role in responding to Phone/SMS queries
- Expeditiously addressing product-relevant questions
- Performed various tasks, namely mail handling, data entry, database records maintenance and more
- Supports customer requests for banking services, including handling transactions and supporting customers who walk into the branch.
- Load raw materials such as ink, paper, and cardboard into machines and control ink their flow
- Insert top sheet/covers and bottom boards
- Perform simple and complex product changeovers, daily and weekly
- Perform routine machine maintenance (ie. cleaning and lubrication of parts)
- Complete production records and flex reporting to track production output and downtime

CORE SKILLS

- Sales
- Marketing
- Cost Saving
- Client Relations
- Risk Mitigation
- Customer Service
- Business Solutions
- Queries Resolution
- Customer Handling
- SMS Queries Handling
- Product Sales Enhancement
- Company Profit Enhancement
- Distributor Stocks Liquidation
- Products Database Maintenance

REFERENCES

1. **Sanjeev Peter** – Area Sales Manager (Western Territory)- 3M India Private Limited
2. **Heet Suthar** – Assistant General Manager – Xanadu Real