

*“An enthusiastic & high energy driven professional seeking challenging assignments in **Sales operation and Service Operations** with a reputed organization preferably in **HealthCare** sector”*

SYNOPSIS

Dynamic and results-driven professional with over **8 years** of experience in sales and customer service. Demonstrated expertise in driving revenue growth through strategic sales initiatives and exceptional customer relationship management. Adept at identifying client needs, delivering tailored solutions, and ensuring a high level of customer satisfaction. Proven ability to exceed sales targets, foster loyalty, and enhance the customer experience through proactive service and support. Strong communicator and team player, skilled in leveraging data-driven insights to inform decision-making and optimize performance.

AREA OF EXPERTISE

BUSINESS DEVELOPMENT:

Strategic Planning & Execution: Developing and implementing long-term strategies to achieve business goals.

Market Analysis & Entry: Conducting thorough market research and analysis to identify new market opportunities and entry strategies.

Client Acquisition & Retention: Building and maintaining strong relationships with clients to ensure long-term partnerships and repeat business.

Partnership Development: Establishing and nurturing strategic partnerships and alliances to enhance business growth.

Sales Strategy Development: Creating and executing effective sales strategies to drive revenue growth and market penetration.

Opportunity Identification: Identifying and evaluating new business opportunities and growth areas.

Revenue Generation: Implementing initiatives to increase sales and profitability.

Competitive Analysis: Analyzing competitors and industry trends to stay ahead in the market.

Lead Generation & Prospecting: Generating and qualifying leads to expand the customer base.

Contract Negotiation: Negotiating favorable terms and agreements with clients and partners.

Product/Service Positioning: Positioning products or services effectively in the market to maximize their appeal.

Sales Pipeline Management: Managing the sales pipeline to ensure a steady flow of prospects and deals.

Proposal Development: Crafting compelling business proposals and presentations to win new business.

Cross-Functional Collaboration: Working closely with other departments to ensure alignment and achieve business objectives.

Innovation & Trend Analysis: Staying informed about industry trends and innovations to drive business development strategies.

OPERATIONS & MAINTENANCE:

Managing preventive & predictive maintenance schedules of equipment to minimize stoppages in critical production areas.

Identifying areas of obstruction / breakdowns & taking steps to rectify the equipments through application of troubleshooting tools.

INSTALLATION & TESTING:

Installing / conducting demos & inspections to ensure operational effectiveness of equipments as well as planning the maintenance schedules for equipment.

Installation of the heavy equipments as well as conducting demos & inspections to ensure operational effectiveness of machinery, etc.

TECHNICAL SUPPORT / TROUBLESHOOTING:

Installing & demonstrating various equipment / machines across various hospitals.
Managing client service operations for rendering and achieving quality services by attending to their queries / issues.

WORK EXPERIENCE

ArrayMed, Bangalore

Sales Executive (2021 – Till Date)

Drive go-to-market strategy. Ensure product differentiation as well as market responsiveness. establish a wide-spread network and relationships with end-users and institutions. Define and execute strategy that enables the business to meet its goals and objectives (sales, service and Profitability).

Sales Generation

- Identify potential customers and generate leads through various channels (networking, cold calling, etc.).
- Develop and implement sales strategies to achieve sales targets and company goals.

Client Relationship Management

- Build and maintain strong, long-lasting customer relationships.
- Understand customer needs and provide solutions that meet their requirements.

Sales Presentations and Product Demonstrations

- Conduct product presentations and demonstrations to prospective clients.
- Explain the features and benefits of products/services effectively.

Negotiation and Closing

- Negotiate terms and conditions with clients to close sales deals.
- Ensure contracts are signed and agreed upon terms are fulfilled.

Market Research and Analysis

- Conduct market research to identify new opportunities and understand market trends.
- Analyze competitor activities and develop strategies to stay ahead in the market.

Sales Reporting

- Maintain accurate records of sales activities, customer interactions, and sales performance.
- Prepare regular sales reports for management review.

Customer Feedback and Follow-Up

- Gather customer feedback and address any issues or concerns promptly.
- Follow up with clients to ensure satisfaction and foster repeat business.

Sales Planning and Strategy

- Develop and execute strategic sales plans to expand the customer base and increase revenue.
- Collaborate with the sales team and other departments to achieve overall business objectives.

Product Knowledge

- Stay updated on product knowledge, features, and benefits.
- Train and educate customers on product usage and advantages.

Team Collaboration

- Work closely with the marketing team to align sales and marketing efforts.
- Collaborate with the product development team to provide customer feedback and insights.

Compliance and Documentation

- Ensure all sales activities comply with company policies and legal regulations.
- Maintain thorough documentation of sales transactions and agreements.

Performance Metrics

- Monitor and achieve key performance indicators (KPIs) such as sales targets, conversion rates, and customer satisfaction scores.
- Continuously improve sales techniques and strategies based on performance analysis.

PRODUCT HANDLED: OLYMPUS ENDOTHERAPY ACCESSORIES

ArrayMed, Bangalore

Service engineer (2016-2021)

Responsible for maintaining, troubleshooting, and repairing equipment or systems, ensuring optimal performance and customer satisfaction.

Installation and Commissioning

Install and commission new equipment or systems at customer sites.

Ensure that installations comply with manufacturer guidelines and safety standards.

Maintenance and Repairs

Perform routine maintenance on equipment to prevent breakdowns and ensure longevity.

Diagnose and repair mechanical, electrical, or software issues on-site or remotely.

Technical Support

Provide technical support to customers, addressing their queries and resolving issues promptly.

Assist customers with troubleshooting and operational guidance.

Customer Training

Train customers on the proper use, maintenance, and troubleshooting of equipment.

Develop and provide training materials or documentation.

Field Service

Travel to customer sites to perform maintenance, repairs, and installations.

Ensure timely and effective resolution of field service requests.

Documentation and Reporting

Maintain detailed records of service activities, including maintenance logs, repair reports, and customer interactions.

Prepare and submit service reports to management and customers.

Product Knowledge

Stay updated on the latest product developments, features, and technologies.

Continuously improve technical knowledge and skills through training and self-study.

Customer Relationship Management

Build and maintain strong relationships with customers, ensuring high levels of satisfaction.

Address customer concerns and feedback professionally and promptly.

Quality Control

Ensure all service activities meet quality standards and regulatory requirements.

Conduct quality checks and testing on equipment to ensure optimal performance.

Safety Compliance

Adhere to all safety protocols and regulations while performing service tasks.

Ensure that all equipment and tools are used safely and properly.

Customer Feedback and Improvement

Collect customer feedback on service quality and performance.

Implement improvements based on feedback to enhance service delivery.

Emergency Response

Respond to emergency service calls and provide prompt solutions to critical issues.

Be available for on-call service support as needed.

Collaboration and Coordination

Work closely with other departments, such as sales, engineering, and customer support, to ensure seamless service delivery.

Provide technical insights and support to sales and marketing teams.

APPLICATION AND SERVICE SUPPORT: FRESENIUS KABI, FISHER & PAYKEL, PHILIPS, MASIMO, AMBU

CUSTOMER HANDELED:

1. MANIPAL GROUPS
2. ASTER GROUPS
3. SPARSH GROUPS
4. FORTIS GROUPS
5. APOLLO GROUPS
6. KLE MEDICAL COLLEGE
7. SDM MEDICAL COLLEGE
8. KS HEDGE MEDICAL COLLEGE

9. KMC, JYOTHI
10. KH, MANIPAL

AVOWAL

It is therefore asserted that this document is an interpretation of my edificial and supplemental application and the information specified here is true to the finest of my comprehension.

KARTHIK H G