

# GOPAKUMAR K R

📍 Thripunithura, Ernakulam, Kerala

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## PROFESSIONAL SUMMARY

Results-driven Sales and Business Development professional with over 16 years of experience in B2B, channel sales, retail development, and enterprise solutions across IT hardware, printing, and office automation industries. Proven expertise in driving revenue growth, building dealer networks, managing enterprise accounts, and exceeding sales targets consistently. Strong technical liaison, coordination, and problem-solving skills with hands-on experience in both sales and service environments in India and the UAE.

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## CORE SKILLS

- B2B Business Development
- Channel & Enterprise Sales
- Retail Channel Development
- Sales Planning & Target Achievement
- Key Account Management
- Dealer Network Expansion
- Technical Liaison & Coordination
- Product Demonstration & Training
- Problem Solving & Customer Relationship Management

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## PROFESSIONAL EXPERIENCE

### **Territory Sales Manager (TSM)**

**Control Print Ltd – Kerala**

*June 2025 – Present*

- Handling B2B business development for marking and coding printers across multiple industries
- Developing new customers and managing existing industrial accounts
- Coordinating with technical and service teams to ensure customer satisfaction

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### **Area Sales Manager (ASM)**

**Savex Technologies Pvt Ltd – Kerala**

*May 2023 – April 2025*

- Led channel and enterprise sales for HP laptops, notebooks, printers, and Altos servers
- Strengthened partner network and increased enterprise business volume
- Achieved consistent growth through strategic sales planning and execution

## **Regional Sales Manager (RSM)**

### **Centreal Bazaar India Ltd – Kerala**

*November 2021 – April 2023*

- Managed retail channel development and enterprise sales for HP & Lenovo laptops and Pantum printers
  - Expanded market presence and improved brand visibility
  - Built and managed strong relationships with retail partners
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## **Channel Executive**

### **CPM India Sales & Marketing Pvt Ltd – Kerala**

*March 2021 – October 2021*

- Channel sales development for Intel products (Processors & NUCs)
  - Supported partners with product knowledge, promotions, and sales enablement
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## **Area Sales Manager (ASM)**

### **Super Enterprises – Kerala**

*April 2018 – February 2021*

- Sales and service operations for HP and Canon A3 & A4 printers
  - Managed dealer performance and customer support activities
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## **Service Engineer**

### **Jumbo Electronics Co. Ltd – Dubai, UAE**

*January 2016 – January 2018*

- Servicing HP & Ricoh A3 photocopiers and Brother printers
  - Installation, troubleshooting, and preventive maintenance
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## **Service Engineer**

### **Juma Al Majid Est. – Dubai, UAE**

*May 2011 – December 2015*

- Service support for Konica Minolta photocopiers and Lexmark printers
  - Handled AMC customers and critical breakdown calls
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## **Service Engineer**

### **HCL Infosystems Ltd – Kochi, Kerala**

*November 2009 – March 2011*

- Service engineer for Toshiba & Konica Minolta A3 photocopiers
  - On-site installation, maintenance, and customer training
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## **TECHNICAL SKILL**

- Finalizing annual maintenance contracts with the clients and interacting with them for resolving their technical problems & grievances
- Extending high-end technical support and ensuring high customer satisfaction levels through promptly addressing client's problems
- Monitoring the installation & commissioning processes at various sites Responsible for the Installation and Configuration of MFPs.
- Implement and support network scanning and printing (Email, FTP & SMB).
- Resolve Customer Complaints, generate service revenues and ensure high level of customer satisfaction.

## **KEY ACHIEVEMENTS**

- Consistently exceeded annual sales targets by 10–15%
  - Successfully expanded channel and enterprise customer base
  - Recognized for strong coordination with management and service teams
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## **TRAINING**

Successfully completed technical training programs conducted by Ricoh, Konica Minolta Bizhub series and Lexmark Printers.

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## **EDUCATIONAL QUALIFICATIONS**

### **Diploma in Electronics Engineering (2006 – 2009)**

Govt. Polytechnic College, Kaduthuruthy

### **Higher Secondary Certificate – Science (2006)**

S M S N H S S, Vaikom

### **SSLC (2004)**

K M H S, Mevelloor

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## **PERSONAL DETAILS**

- Address:Puliyampallil, Mevelloor P.O, Velloor, Kottayam District Kerala – 686609
  - Nationality: Indian
  - Valid Indian Passport
  - Driving License: Valid Indian License
  - Languages: English, Hindi, Malayalam, Tamil
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## **DECLARATION**

I hereby declare that the information furnished above is true and correct to the best of my knowledge and belief.

**Place:** Kerala

**Name:** Gopakumar K R