

# Vikash Gupta

(Sales & Business Development)

Dubai, U.A.E.

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## SKILLS

Professional

Forecast & Projection

Support & Co Ordination

Operations - Team work

Client Management &

Communication

Sales & Marketing

Organization Development

CRM - Analysis

Period-end Closing

Supervision & Assistance

Personal

Effective Communicator

Confident & Structured

Team Player

Innovative

Deadline Supported work  
capacity

Analytical in Nature

S.W.O.T

Computer & IT

MS Excel

MS Word/Power Point

Windows 10 OS

Languages

English: Proficient

Bengali: Native

Nepalese: Native

Hindi: Native

## INTERESTS

Reading

Body Building

Cricket

Social Media Engagement

## OBJECTIVE

Highly driven, articulate, professional with 5 years of extravagant experience in the banking industry, with overall experience of more than 10 years.

Desperate to have a challenging position that will utilize my experience and unique abilities. Looking for a high-impact Personal Banking Advisor position (PBA at Branch) requiring creative and innovative approaches to problem solving, customer/sales services and fulfillment of goals.

Excellent organizational and administration skills and experience in dealing with customers and high-level workloads within strict deadlines.

## ACHIEVEMENTS & CERTIFICATIONS

Q1, & Q2 2019

**Highest Productivity SE Wise as ATL**

& Q1 2020

FSMSS March & July 2019 **Asst Team Leader of the Month**

ENBD 2018

**Awarded as Diamond employee of the Year**

FSMSS 2018

**Highest Number of Cards Booked & Loan referred**

ENBD 2017

**Awarded as Highest accounts opened**

FSMSS/ENBD

**Top Performer of the Month (Since 2017)**

## WORK EXPERIENCE SUMMARY

Jan 2019 – Till Date  
2 Years 1Month

Business Development Asst Team Leader  
FSMS (DSA for Emirates NBD), Dubai

Feb 2016 – Dec 2018  
2 Year 11 Months

Sales Executive  
FSMS (DSA for Emirates NBD), Dubai

July 2014 – Nov 2015  
1 Year 04 Months

Customer Service Executive  
Domus InfoTech.

June 2011– June 2014  
3 Years

Sales Manager  
Sristi Broadband Service Pvt Ltd.

Sep 2009 – May 2011  
1 Year 08 Months

Counter Sales Executive  
Canon India Pvt Ltd.

April 2006 – Aug 2009  
3 Years 04 Months

Sales & Marketing Executive  
Bizzmind Ltd.

## SUMMARY

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- A well-organized team player, detail-oriented and able to handle multiple tasks. Adept at meeting stringent deadlines on a consistent basis, well organized with strong detail orientation, excellent communications skills and relationship building and interfacing skill sets.
- 4 years and 11 months of relevance with Emirate NBD
- 9 years and 10 months of relevance with Customer Service, Sales, Marketing & Team Management.
- Natural leadership approach to projects and tasks taking the initiative to create maximum results.
- Proactive positive team player with excellent communications both written and verbal.
- Talented relationship developer with both internal and external customers.

## KEY ACHIEVEMENTS

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- Recognized as Best Sales Executive for eight consecutive months, securing 150% and 170% of monthly targets
- Won the Best Sales Agent certificates multiple times since 2017.
- Awarded as highest payroll account opened several times in 2017 & 2018.
- Awarded as Diamond employee for the year 2018.
- Highest productivity as ATL since several quarters.
- Drove Credit Card sales up from 83 to 118 a month & achieved record-breaking sales.

## WORK EXPERIENCE DETAILS

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Jan 2019 – Till Date  
2 Years 1 Month

### ATL (Retail Credit Card Sales) “First Solution Management Service”



An authorized channel sales partner for **Emirates NBD Bank PJSC**

*Emirates NBD is one of the largest banking groups in the Middle East in terms of assets*

- Inspired each and every team member to perform and produce their best.
- Visiting New & Old Portfolio companies for bulk business.
- Setting up a right direction for each individual for target market area for cold calling.
- Resolving Discrepant Credit Card/Loan Applications within the bank policy.
- Reviewing the Rejected Cases with Team Leader.
- Increasing Monthly Targets by presenting Promotions and Rewards schemes to higher management.
- Analyzed the individual performance of each team member and motivated them to perform even better.
- Recruiting the right candidate for the job.
- Communicating daily requirements and Monthly targets to the team.
- Offering solutions to the top management regarding new challenges and processes.
- Maximizing team performance by checking Daily Sales Report (DSR)
- Training new team members, Coaching and developing the team.
- Managing and monitoring staff attendance.
- Implementing new initiatives and making sure all staff understand them.
- Giving prompt and accurate information on individual staff member performance.
- Coordinating, attending and leading team meeting.
- Determined the duties and responsibilities of individuals in a team.

**Feb 2016 – Dec 2018**  
**2 Year 11 Months**

### **Sales Executive**

**“First Solution Management Service”**

An authorized channel sales partner for **Emirates NBD Bank PJSC**



- Identify and maximize the new and existing sales opportunities by analyzing customer's requirements and presenting need-based solutions appropriately to make a long-term relationship.
- Sourced leads and cold-called to promote the products, and regularly called/visited both new and existing customers to discuss requirements, negotiate terms and maximize business opportunities
- Focusing on service quality and take an ownership to resolve customer issues on priority with other channels as well.
- Built and retained long-term friendships/relationships with customers.
- Providing after sales services for a long lasting and healthy client relationship.
- Taking targets, bifurcation of target on daily, weekly & monthly basis. Performance analyzing, improvement quadrant and develop quadrant specifying.
- Marketing new promotions and offers, creating brand, feedback process and educating customers on company policies.
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**July 2014 – Nov 2015**  
**1 Year 04 Months**

### **Customer Service Executive**

**Domus InfoTech.**

- Setting up sales strategy in order to achieve sales target set by company
- Detailing sales action plan to ensure that the target will be achieved.
- Maintaining a good relation with existing customers.
- Support and motivate staff members to achieve target
- Ensure a smooth follow for all team members.



**June 2011 – June 2014**  
**3 Years**

### **Sales Manager**

**Sristi Broadband Service Pvt Ltd.**

- Resolving customer complain regarding sales and services.
- Monitoring customer preference to determine focus on sales effort.
- Maintaining a good relation with existing customers.
- Achieve the sales target for the team.
- Lead the sales team by planning and direction.



**Sep 2009 – May 2011**  
**1 Year 08 Months**

### **Counter Sales Executive**

**Canon India Pvt Ltd.**

- Managing to maximize new business opportunities and deepen existing relationship
- Providing quality service delivery in an efficient operation where risks are well controlled
- Directing sales efforts through development and execution of structured sales plan based on sound knowledge, of market variables and customer needs.
- Advising customers by providing information or products.
- Maintaining counter area displays of merchandise in an orderly and attractive manner.

April 2006 – Aug 2009

3 Years 04 Months

## Sale & Marketing Executive

Bizzmind Ltd



- Listening to customer requirements and presenting appropriately to make a sale.
- Researching the market and related products.
- Presenting the product or service in a structured professional way face to face.
- Cold calling to arrange with potential customers to prospect for new business
- Report writing and official email correspondence.

## Education

2001 - 2003 **Senior Secondary School**

West Bengal Boards Of Education

1999 - 2001 **Secondary School**

West Bengal Boards Of Education

## PERSONAL DETAILS

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<b>Name</b>	:	<b>Vikash Gupta</b>
<b>Father's Name</b>	:	<b>Mukesh Gupta</b>
<b>D.O.B.</b>	:	<b>11/03/1984</b>
<b>Marital Status</b>	:	<b>Married</b>
<b>Current Address</b>	:	<b>Karama, Dubai, UAE</b>
<b>Driver's License</b>	:	<b>Light Vehicle, Dubai</b>

**Undertaking: If I am granted a chance in your valued company, I hereby undertake to devotedly perform my duties with upright honesty, responsibility and to the entire satisfaction of my superiors.**