

# MAHESH NARAIN DASS



## SUMMARY

Result driven marketing leader born to build strategic, successful campaign to drive profits, focused, performance-minded with proven skills in operations, team building, stakeholder relation and campaign optimization. Ready to offer more than 10 years of experience to new role dedicated to achieving exceptional results on tight timetables.

Demonstrated leadership skills that drive company success and advance organizational initiatives.



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## EXPERIENCE

### *Procter & Gamble*

#### Sales Operation Manager Jan 2018- Dec 2021

- Estimation of monthly, quarterly sales targets and assign to team.
- Coordination with team members of sales team to know market condition.
- Billing, Invoicing to clients and follow up for collection.
- Collected customer payments, managed refund and provided complete sales documentation.
- Monitored resource use to achieve set goals within budget constraints.
- Collaborated with staff to maximize customer satisfaction and streamline procedures.
- Analyzed and controlled materials, suppliers and equipment operational expenses.
- Planned delivery routing team workflows and promotional initiatives.
- Responsible for developing and overseeing a smooth, effective sales processes.
- Motivated and evaluated personnel for performance improvement and goal achievement.
- Resolved challenges associated with company websites, vendors and telecoms.
- Connected with clients and developed strategies and achieve sales and customer service goals.
- Presented performance and productivity reports to supervisors.
- Developed initiative for process improvement and reviewed and assessed ongoing operations
- Controlled departmental facilities use and approved request for repair and improvements
- Aided senior leadership during executive decision-making process by generating daily reports.

## ***EFU Life Assurance Ltd***

### **Senior Sales Consultant     *Jan 2015 - Dec 2017***

- Listened to customers to understand needs and refer to optimal services.
- Landed new customer accounts through consistent combination of perseverance
- dedication cold calling and exceptional service.
- Estimation of monthly, quarterly targets and assign to team.
- Coordination with team members of sales team to know market condition.
- Billing, Invoicing to clients and follow up for collection.
- Increased revenue by skillfully upselling and closing customer sales and driving
- product benefits around client needs.
- Worked with fellow sales team members to achieve group targets.
- Cultivate productive relationships with existing customers through exceptional
- follow-up after sales.

### ***Generation Retails***

#### **Senior Sales Executive officer     *June 2013- Dec 2014***

- Answered product questions with up-to-date knowledge of sales and promotion.
- Engaged customers in friendly, professional dialogue to determine needs
- Assisted teammates with sales-processing tasks to meet daily sales goals.
- Retained product, service and company policy knowledge to serve as resource of both coworkers and customers.
- Estimation of monthly, quarterly sales targets and assign to team.
- Coordination with team members of sales team to know market condition.
- Billing, Invoicing to clients and follow up for collection.
- Built and maintained relationships with peer and upper management to drive team success.
- Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices.

### ***Outfitters Retails***

#### **Sales Executive Officer     *March 2012- May 2013***

- Used cold calling and networking to sell products and services
  - Contacted current and potential clients to promote products and services
  - Addressed customer concerns immediately and promptly resolved issues to boost client satisfaction.
  - Exceeded sales goals and improved profitability by aligning sales strategies And business plans with market trends
  - Retained clients and obtained referrals by promptly resolving customer complaints providing value and promoting quality.
  - Implemented processes that drove change and improved performance.
  - Estimation of monthly, quarterly sales targets and assign to team.
  - Coordination with team members of sales team to know market condition.
  - Billing, Invoicing to clients and follow up for collection.
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## **EDUCATION/ACADEMIC ACHIEVEMENT**

*IQRA University, Main Campus, Karachi, Pakistan.*

Masters of Business Administration (MBA) Marketing 2015

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## **SKILLS HIGHLIGHTS**

- Market trend understanding
  - Project Management
  - New Market Penetration
  - Team Member Motivation
  - Service Promotion
  - Strong decision maker
  - Complex problem solver
  - Fast learning skills
  - Result oriented
  - Team player
  - Capable to multitask
  - Good communication skills
  - presentation skills
  - Time management
  - Empathic
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## **TRAINING/ WORKSHOPS**

- One day training on result driven sales.
  - Workshop on cooperate sales growth strategies
  - Essential communication skills to improve sales.
  - Ms. Excel training to make sales pivot tables/ graphs/charts.
  - Training on invoice management retail software.
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## **PERSONAL INFORMATION**

- Father's Name: Narain Dass
  - Nationality: Pakistani
  - Visa Status: Visit Visa
  - Marital Status: Single
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