Monika Gurung
Bangalore, Karnataka 560076

OBJECTIVE

To utilize my wealth of experience and strategic business development skills in the role of Senior Business Development Manager, spearheading growth initiatives and cultivating essential partnerships to meet organizational goals and revenue targets.

SKILLS

- Team Work
- Quick Learner
- Strong negotiation and consultative sales
- Creativity and ready to take initiative's
- Outstanding organisational and leadership skill
- Excellent analytical and problem solving skills
- Effective communication skills
- Exceptional customer service skills
- Proficiency in all Microsoft office applications as well as CRM software

EXPERIENCE

July 2024 - May 2025 Orix Corporation India Manager - Rent A Car Division

1. Sales Strategy & Planning: Develop and execute sales strategies for the RAC segment to meet revenue and market penetration goals. Identify growth opportunities and optimize sales processes. 2. Client Acquisition & Retention: Identify and pursue new business opportunities in the RAC segment while managing relationships with existing clients to ensure long-term satisfaction and retention. 3. Market Intelligence: Conduct market research and competitor analysis to stay informed of market trends, customer needs, and competitor offerings to adjust sales strategies accordingly.
4. Sales Targets & Reporting: Set clear sales targets and KPIs for the RAC segment and regularly track and report on performance against these targets. Provide accurate forecasts and updates to senior management.
5. Team Coordination & Collaboration: Collaborate with internal teams, including marketing, technical, and operations, to deliver tailored solutions that meet customer needs. Ensure smooth execution of sales processes from lead generation to delivery.
6. Negotiation & Deal Closure: Lead negotiations with customers to secure contracts, ensuring favorable terms while adhering to company policies. Successfully close deals and convert prospects into long-term clients.
7. Customer Support & Problem Solving: Act as the primary point of contact for key clients, ensuring timely resolution of issues, addressing product concerns, and providing after-sales support to enhance customer satisfaction.
8. Product Knowledge & Training: Stay updated on the latest RAC products, services, and technologies. Train and mentor sales team members to ensure they have a deep understanding of the offerings and can effectively present them to clients.
9. Budget & Resource Management: Manage the sales budget for the RAC segment, ensuring resources are allocated efficiently to maximize sales opportunities and profitability.
10. Brand Representation: Represent Orix Corporation India in industry events, trade shows, and client meetings, positioning the company as a leader in the RAC segment.
Oct 2023 - July 2024 Staset Consultancy Business Growth Manager

1. Identify and develop strategic business opportunities to drive company growth and revenue. 2. Build and maintain strong relationships with key clients, partners, and stakeholders. 3. Develop and implement effective business development strategies and plans aligned with company goals. 4. Analyze market trends, competitor activities, and industry developments to identify new opportunities. 5. Negotiate contracts, close

high-value deals, and manage complex sales processes. 6. Collaborate with cross-functional teams such as sales, marketing, and product development for business growth.
7. Achieve and exceed revenue and growth targets through proactive business acquisition efforts.
8. Provide regular reports and updates on business development activities and progress to senior management.

Oct 2022 - Oct 2023 Movin India Pvt Ltd (Interglobe & UPS) Business Growth Manager (Corporate Sales B2B)

1. Formulate and implement strategies for business growth: I have Collaborated with senior management to identify and prioritize growth prospects, and develop comprehensive strategies to achieve business objectives.
2. Conducting market research and analysis: I have Performed thorough market research to identify potential customers, competitors, and industry trends. Analyze data and insights to identify new market segments and create targeted marketing campaigns.
3. Driving sales and business development: We cultivated and maintained strong relationships with key clients, partners, and stakeholders. Identify and pursue new business opportunities, negotiate contracts, and successfully close deals to drive revenue growth.
4. Fostering strategic partnerships: We Identify potential strategic partners and establish mutually beneficial relationships to expand the company's reach and market presence.
5. Lead and collaborate with a team: I Provided leadership and motivation to a team of sales and marketing professionals, offering guidance, support, and training to ensure the achievement of business growth targets.
6. Track and reporting performance: I was Monitoring and analyzing key performance indicators (KPIs) to assess the effectiveness of business growth initiatives. Prepare regular reports and presentations for senior management, providing insights and recommendations for improvement.
7. Stay informed about industry trends: I stayed up-to-date with industry developments, emerging technologies, and market trends to identify new opportunities and maintain a competitive edge.

Apr 2021 - Sep 2022 Flipkart Pvt Ltd Operations Executive

1. Developing and executing strategies aimed at optimizing operations and logistics processes, with a strong emphasis on cost-effectiveness and timely product delivery.
2. Supervising and managing inventory, encompassing tasks such as forecasting, demand planning, and vigilant monitoring of stock levels to meet customer demands.
3. Foster collaborative efforts with cross-functional teams to streamline processes and enhance overall operational efficiency.
4. Monitoring and analyzing key performance indicators (KPIs) to identify areas for improvement and implement appropriate corrective measures.
5. Effectively manage and coordinate transportation activities, including carrier selection, route planning, and diligent tracking of shipments to ensure punctual delivery.
6. Ensuring strict compliance with regulatory requirements and industry standards pertaining to operations and logistics.
7. Assuming a leadership role in guiding and mentoring a team of operations and logistics professionals, providing valuable guidance, training, and conducting comprehensive performance evaluations. 8. Continuously evaluate and adopt innovative technologies and tools to optimize operational effectiveness and efficiency.
9. Swiftly identifies and resolves operational issues, bottlenecks, and customer complaints in a timely and efficient manner.
10. Fostering collaborative relationships with vendors, suppliers, and third-party logistics providers, maintaining strong partnerships and skillfully negotiating favorable terms.
August 2019 - Mar 2021 The Chancery Pavillion (5 Star Hotel) Sales Executive (Corporate Sales B2B)

1. Sales Strategy: Devise and execute strategic sales plans to attain revenue targets and optimize occupancy rates.
2. Client Relationship Management: Cultivate and sustain strong relationships with corporate clients, travel agencies, event planners, and other key stakeholders to generate business prospects. 3. Sales Presentations: Prepare and deliver compelling sales presentations to prospective clients, effectively highlighting the distinctive features and offerings of our hotels.
4. Market Research: Conducting thorough market research and competitor analysis to identify emerging business opportunities and stay abreast of industry trends.

5. Sales Collateral: Develop and update sales collateral, including brochures, presentations, and promotional materials, to effectively communicate the value proposition of our hotels.
6. Team Collaboration: Collaborated with the sales team and other departments to ensure seamless coordination and execution of sales strategies and initiatives.
7. Revenue Analysis: Monitor and analyze sales performance, market trends, and customer feedback to identify areas for enhancement and implement appropriate strategies.
8. Negotiations and Contracts: Engaging in negotiations and establishing pricing agreements with clients, ensuring mutually beneficial terms and conditions.
9. Sales Reporting: Preparing regular sales reports, forecasts, and budgets to track progress and provide valuable insights to the management team.
10. Customer Service: Delivering exceptional customer service to clients, promptly addressing inquiries, resolving issues, and ensuring a positive experience throughout the sales process.

Sep 2012 - Dec 2014 Aurick Boutique Hotel F&B Supervisor

1. Supervise daily food and beverage operations ensuring top-quality guest service in line with 5-star standards.
2. Manage and train F&B staff to deliver exceptional personalized service and maintain professional presentation.
3. Monitor service flow and coordinate between the kitchen and service teams to ensure timely and accurate delivery of orders.
4. Handle guest inquiries, feedback, and complaints promptly to maximize guest satisfaction and loyalty. 5. Oversee inventory control, including ordering and stock management, to reduce waste and control costs. 6. Ensure strict adherence to health, safety, and hygiene regulations compliant with European hospitality standards.
7. Schedule staff shifts efficiently to optimize labor costs while maintaining adequate coverage. 8. Assist in implementing promotional activities and upselling techniques to increase F&B revenue.
9. Prepare daily sales and operational reports for management review.
10. Foster a collaborative team environment and maintain high staff morale to meet service excellence goals.

ADDITIONAL INFORMATION

I have done CCA in computer applications from 20-06-2015 to 19-12-2015

EDUCATION

Kalinga University
2018
B.A.
First Class

LANGUAGES

English

Hindi

Nepali

Bengali

PERSONAL DETAILS

Date of Birth : 17th July 1993

Nationality : Indian

Gender : Female

Place : Bangalore, Karnataka

Email : monika@mailupra.com

ACKNOWLEDGEMENT

I affirm that the information presented in this CV is accurate and truthful to the best of my knowledge.

MONIKA GURUNG