

Praful Singh Verma

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BEING AMBITIOUS AND COMMITTED, WITH A HIGH DEGREE OF SELF DISCIPLINE, POSITIVE ATTITUDE AND GENUINE DESIRE TO WORK, I AM LOOKING FOR A WORK ENVOIRMENT FULL OF MOTIVATION AND ENERGY WHERE I CAN ENHANCE MY SKILLS AND STRENGTHS IN CONJUNCTION WITH ORGANIZATIONS GOAL AND OBJECTIVES.

PROFESSIONAL SNAPSHOT

Over 15 years of extensive experience in Retail Sales and Customer Services Ventures.

Constantly improving overall productivity of whole team and sales process.

A thorough professional with a proactive attitude and proven track record in achieving targets.

A keen planner & strategist in managing business sales operations with focus on top-line & bottom-line performance & expertise in determining company's mission & strategic direction as conveyed through policies & corporate objectives.

Accountable for strategic utilization & deployment of resources to achieve organizational objectives.

Exceptional communication and presentation skills with demonstrated abilities in training, team building, leadership, collaboration, innovation, change orientation, and driving front liners in achieving highest targets.

CAREER HIGHLIGHTS

June 2021 to Till date with Toothsi. Designated as Team Manager.

Apr 2019 to June 2021. with Car Dekho. Designated as Zonal Manager.

July 2012 to Mar 2019, with Prime Financial designated as *SENIOR RELATIONSHIP MANAGER*

Jan 2005 to JUNE 2012, with Citi Financial designated as *RELATIONSHIP MANAGER*

Career Path with Assignments

KEY RESPONSIBILITIES- Toothsi

- **Team Handling – Field Sales Operations for Delhi / NCR.**
- **Target setting and Pro management related to all business adherences.**
- **Handling queries related to customer escalations, feedback, refunds, etc. Managing AOV (Average order Value) and Re Scan percentage curve.**
- **Target V/S achievement tracking – Daily / Weekly / Monthly.**
- **Since Sept 2022 till date, Handling business development.**

KEY RESPONSIBILITIES- Car Dekho

- **MANAGING DELHI NCR B2C VEHICLE FOR USED CAR BUSINESS.**
- **HANDLING A TEAM OF 25 PEOPLE**
- **2 RETAIL MANAGERS AND 10 RETAIL ASSOCIATES AND 13 CAR EVALUATION ENGINEERS.**
- **S.W.O.T ANALYSIS AND PENETRATION OF NEW MARKET AND COMPETITORS.**
- **TARGET ALLOCATION AMONG EACH TEAM MEMBER EVERY MONTH FOR NUMBER OF ASSESSMENTS DONE.**
- **ACHIEVEMENTS: ACHIEVED TARGETS SINCE BEGINNING.**
- **MONITORING ALL PARAMETERS LIKE DOCKET RATING, CANCELLATIONS, INSPECTION DENIED, EVALUATION DONE.INSPECTIONS METRIX AND ASSESSMENT OF CARS PROCUREMENT OF USED CARS.**
- **POST SALES REPORTS RELATED TO HOLDBACK AMOUNT AND FEEDBACKS.**
- **MAINTAINING DAILY REPORT OF RM's AND FOLLOW UP ANALYSIS BASIS ASSESSMENT VALUE.**

KEY RESPONSIBILITIES- Prime Financial (Standard Chartered)

- **Working at Delhi Location for Personal loans and cross selling of Insurance.**
- **Responsible for achieving overall numbers target.**
- **Having a target is 50 disbursements every month irrespective of ticket size.**
- **Preparing Personal loan disbursement report on daily basis.**
- **Ensure KYC check and CPV done on all log in cases.**
- **Getting on time Credit approval.**
- **Personal loan for Salaried customers – Target divided among team of TL's and Field Executives.**
- **To enhance Insurance cross selling based on loan amount of personal loans.**
- **Handling STPL (Small Ticket Personal Loan) with max ticket size up-to 20 lacs.**

KEY RESPONSIBILITIES with Citi Financial

- **Managed a location (Rajasthan Region) for Insurance Distribution Channel having Tie- up with Tata-Aig, Pioneer member of Insurance**
- **Bancassurance channel handling.**
- **Distribution Team PAN India, Responsible for insurance sales and growth of the product in the specific region.**
- **Penetration Target was 20% in disbursed loans. Achieved more than 35%.**
- **Handling Retail Associates across branches to ensure insurance is pitched to every customer and providing training for closure.**

EDUCATIONAL CREDENTIALS

Completed MBA from Amity University in CRM & Marketing in 2005.

Completed B.COM from Meerut College, CCS University, Meerut - 2002.

Passed senior secondary examination from CBSE Board (CJDAV Public School, Meerut)-1999.

Passed secondary examination from CBSE Board (CJDAV Public School, Meerut)-1997.

PERSONAL DETAILS

D.O.B : 05/05/1981

Marital Status- Married.

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