

RAJAT DHAWAN

Driving Business Growth through Industrial Sales, Export Management, Supply Chain Management & Client Relationship Management

+91 9728765150

rajat.dhawan85@gmail.com



PROFILE SUMMARY

- ❖ **Sales & Business Development Expert** with over 15 years of experience driving revenue growth in industrial fasteners, export operations, and banking, leveraging domain-specific expertise to open new markets and close high-value deals.
- ❖ **Proven track record in industrial B2B sales** with deep understanding of Fastener industry dynamics, having generated business opportunities through strategic market segmentation, client acquisition, and technical pre-sales support.
- ❖ **Adept at building and nurturing long-term client relationships**, driving customer loyalty and expanding client portfolios across industrial, export domains.
- ❖ **Export operations expert** skilled in managing end-to-end logistics, regulatory compliance, documentation, and customer coordination—ensuring timely delivery and adherence to global trade standards.
- ❖ **Consistently recognized for high performance**, with commendations for customer service, target achievement, and team leadership—contributing to measurable improvements in client acquisition and retention.
- ❖ **Track record of driving industrial sales through targeted lead generation**, customer mapping, and value-based selling strategies—successfully acquiring new OEMs and Tier-1 suppliers to expand the company's Fastener market share.
- ❖ **Leveraged entrepreneurial experience** by independently managing a business venture, enhancing skills in client engagement, sales, and operations; after encountering unforeseen challenges, made a strategic transition back to the corporate domain to apply gained insights in a structured environment.
- ❖ Skilled in **cross-functional collaboration**, seamlessly coordinating with teams across sales, operations, logistics, and customer service to drive efficiency and achieve business objectives.

CORE COMPETENCIES

- ▶ Industrial & Fastener Sales Expertise
- ▶ Export Operations & Compliance
- ▶ Client Relationship Management
- ▶ Strategic Business Development
- ▶ Deal Closure & Negotiation
- ▶ Market Expansion & Penetration
- ▶ Supply Chain Coordination
- ▶ Cross-Functional Team Leadership
- ▶ Logistics Management
- ▶ Regulatory Documentation & Trade Laws
- ▶ Revenue Generation & Target Achievement
- ▶ Customer Acquisition & Retention Strategies
- ▶ Sales Operations & Management
- ▶ Key Account Management
- ▶ Competitor & Market Trend Analysis

SOFT SKILLS

- ❖ Progressive Leadership
- ❖ People Management
- ❖ Data Driven Decision Making
- ❖ Problem-solving & Result-oriented
- ❖ Analytical Thinking & Critical Analysis

CERTIFICATIONS

- **Digital Supply Chain Management**, Coursera
- **Fundamentals of Digital Marketing**, Google
- **Basics of Export and Import**, Indian Institute of Foreign Trade (IIFT)
- **SAP SD Certification** – 2014
- **Business Analyst Course**, IIBA – 2013
- **Course in Information Technology**, NIIT

EDUCATION

- 🎓 **MBA (Marketing & Human Resources)**
Maharishi Dayanand University, Rohtak | 2008
- 🎓 **Bachelor of Arts (Public Administration)**
Maharishi Dayanand University College, Rohtak | 2006

PROFESSIONAL TRAININGS

- **SAP SD Training** – Centre for Development of Advanced Computing (CDAC)
- **SAP SD Training** – Atos, Mumbai

WORK EXPERIENCE

Jul 2023 – Oct 2024 | Personal Banking Associate | HDFC Bank, Rohtak

- ❖ **Client Relationship Management:** Built and maintained strong relationships with existing customers to enhance loyalty and satisfaction.
- ❖ **Product Promotion & Cross-Selling:** Promoted and cross-sold a range of financial products, including savings accounts, fixed deposits, loans, insurance, and investment services.
- ❖ **Sales Target Achievement:** Identified opportunities, converted leads into clients, and generated new leads to consistently meet or exceed sales targets.
- ❖ **Customer Service & Operations:** Resolved customer inquiries and complaints while handling routine banking tasks such as account opening, maintenance, and fund transfers.
- ❖ **Reporting & Documentation:** Maintained accurate records of customer interactions and transactions, and prepared regular performance and sales

activity reports for management.

Sep 2021 – Jun 2023 | Export Manager | R.R. Enterprise, Rohtak

- ❖ **Export Operations & Logistics Management:** Spearheaded end-to-end export logistics including air, rail, and ocean transport; managed overseas shipments, freight coordination, and supply chain alignment.
- ❖ **Market Analysis & Business Development:** Conducted in-depth market research, identified export opportunities, evaluated new markets, and developed expansion strategies to penetrate untapped regions.
- ❖ **Client & Vendor Relationship Management:** Maintained regular communication with international clients, responded to inquiries, handled complaints, and built strong vendor and customer relationships.
- ❖ **Documentation & Compliance:** Managed export documentation, customs clearance, and ensured compliance with international trade laws and regulatory standards.
- ❖ **Costing & Quotation Management:** Prepared quotations and cost estimates for international shipments; coordinated technical clarifications with internal teams to ensure feasibility and accuracy.

Sep 2015 – Nov 2019 | Deputy Branch Manager | ICICI Bank Ltd., Rohtak

Growth Path:

↑	Aug 2017 – Nov 2019	Deputy Branch Manager
	Jun 2016 – Aug 2017	Privilege Banker
	Sep 2015 – May 2016	Corporate Relationship Manager

- ❖ **Client Relationship Management:** Built and nurtured corporate relationships, driving consistent business growth and ensuring long-term client retention.
- ❖ **Go-to-Market & Expansion Strategy:** Launched go-to-market plans for new products and targeted untapped customer segments, resulting in higher market penetration and revenue uplift.
- ❖ **Sales & Marketing Leadership:** Directed sales campaigns and marketing initiatives, improving customer satisfaction and revitalizing stagnant business areas.
- ❖ **Service Excellence & Issue Resolution:** Handled client escalations effectively and collaborated with cross-functional teams to ensure smooth operations and high-quality service delivery.
- ❖ **Revenue & Market Share Growth:** Increased revenue by 5%, market share by 20%, and customer base by 10% through strategic selling, cold calling, and targeted market development—generating ₹1 Cr in additional revenue.

Jan 2014 – Jul 2015 | Export Executive | R.R. Enterprise, Rohtak

- ❖ **Export Logistics Management:** Developed and executed logistics strategies to streamline international shipments, overseeing transportation, warehousing, and distribution operations.
- ❖ **Documentation & Compliance:** Managed all export documentation and ensured adherence to international trade laws, regulations, and customs requirements.
- ❖ **Market & Supply Analysis:** Analyzed global market trends to identify new sourcing opportunities and enhance supply chain efficiency.

Jul 2008 – Dec 2013 | Sales Engineer | LPS Bossard Pvt. Ltd. (Bossard India), Pune

Growth Path:

↑	Sales Engineer
	Inside Sales Professional

- ❖ **Client Development & Market Expansion:** Identified and pursued untapped market segments through targeted research, successfully acquiring new clients and contributing to revenue growth.
- ❖ **Sales & Operations Management:** Oversaw the full sales cycle—from handling enquiries and generating quotations to processing RFQs and securing orders—while coordinating with PPC and SCM teams for timely material delivery.

Jan 2008 – Jun 2008 | Marketing Executive – Trainee | Single Forging Pvt. Ltd., Rohtak

PROJECTS & RESEARCH

- ❖ **SAP SD Support Consultant, BHEL, Visakhapatnam** – 3-month support role assisting in Sales & Distribution module.
- ❖ **Research Project: Role of Distribution Channels for L.P.S.** – Conducted market analysis on channel efficiency.
- ❖ **Customer Satisfaction Study: Hero Honda Bikes** – Analyzed customer feedback and satisfaction levels.
- ❖ **R&D Project:** Studied customer requirements for hydraulic cylinders and developed improvement recommendations.

PERSONAL DETAILS

Date of Birth: 10 February 1985

Languages Known: English, Hindi, Punjabi

Address: 702, Sector-1, Rohtak, Haryana – 12400, India

