

Curriculum Vitae

AJAY KRISHNALAL SHUKLA

Address:
C 310 GANESH CHHAYA CHSL
PT DEENDAYAL NAGAR VASAI
WEST DIST.PALGHAR
MAHARASHTRA 401202

Mobile :+918806596329

SUMMARY:

- 1 Highly-motivated employee with desire to take on new challenges.
- 2 Strong worth ethic, adaptability and exceptional interpersonal skills.
- 3 Adept at working effectively unsupervised and quickly mastering new skills.
- 4 Hardworking employee with customer service,B2B Sales, multitasking and time management abilities.
- 5 Devoted to giving every customer a positive and memorable experience.

Skills:

Course Development, New Employee Training, Staff Presentations,
Supply Coordination, Team Development Strategies, Technical Knowledge,
Product Development Skills, Staff Training, B2B Sales

EDUCATIONAL QUALIFICATION

Year	Institute	University/Board	Degree
2009-10	KARTHIKA HIGH SCHOOL	Maharashtra	S.S.C
2012-13	KARTHIKA JR COLLEGE	Maharashtra	H.S.C
2015-16	SHAH K.M COLLEGE OF COMMERCE	MUMBAI	B.COM

PERSONAL DETAILS

Date of Birth:	05 th FEBRUARY 1995
Language Known:	English, Hindi & Marathi

Martial Status:	Single
Permanent Address :	C 310 Ganesh Chhaya Chsl Pt Deendayal Nagar Vasai West 401202
Nationality:	Indian

Other Qualifications	
MS-CIT	MS-WORD, EXCEL, POWERPOINT, INTERNET
TALLY.ERP.9	LEDGER, STOCK ITEMS, VAT, VOUCHERS
D.T.P	CORELDRAW, PHOTOSHOP,
MS-EXCEL	Certified By Microsoft Office Specialist

EXPERIENCE:

➤ **Deputy manager (Key Accounts)**

Tradeindia.com/Infocom Network Private Ltd (Mumbai, Thane-Maharashtra)

12/2023-01/2026

- Revenue Growth & Strategic Upselling
- High-ticket contracts for customized digital solutions
- Managing the renewal cycle and addressing client pain points before contract expiration
- Relationship Management also resolve complex client issues, enhancing the overall customer experience and brand loyalty.
- Collaborated with technical and support teams for better output of client investments.
- strategically migrated mid-tier clients to premium membership plans from 30K to 3.5 Lacs Package by demonstrating clear ROI through Trade India's digital marketing

➤ **Regional Sales manager**

Kedia Business Solution Pvt Ltd (Thane -Maharashtra, East s& South Uttarpradesh)

03/2023- 12/2023

- Offered training and support to keep team members motivated and working toward objectives.
- Reviewed customer service surveys and implemented strategies to improve customer satisfaction ratings.

- Promoted to leadership position in recognition of strong work ethic and provided exceptional customer service.
- Motivated and empowered team members to build customer satisfaction and loyalty to support retention and growth.
- Developed and managed regional sales program and market operations.
- Led, coached and developed employees to achieve sales goals.

➤ **Area Manager**

Geeta Enterprises (Vasai – Maharashtra)

08/2018 – 02/2023

- Supervised business functions, employee staffing, customer retention and financial accountability for stores.
- Promoted positive customer service experiences by promptly resolving conflicts.
- Evaluated schedules, orders and forecasts to plan processes and meet timetables.
- Monitored and evaluated district performance to ensure goals were met.
- Enhanced sales volume through skilled support to both new and inactive customers.
- Directed and coordinated products, services and sales activities.
- Motivated and empowered team members to build customer satisfaction and loyalty to support retention and growth.

➤ **Area Sales Manager**

Micro Filters & Engineering Industries (Palghar – Maharashtra)

07/2016 – 08/2018

- Supervised business functions, employee staffing, customer retention and financial accountability for stores.
- Promoted positive customer service experiences by promptly resolving conflicts.
- Evaluated schedules, orders and forecasts to plan processes and meet timetables.
- Boosted team morale and overall revenues by 5 times by creating and implementing Various sales and promotional activities
- Promoted from Sales Executive to Area Sales Manager.

Date:

Place: Mumbai

Ajay Shukla

