**AMEETT MALVE**

**Mobile: 9607760094 | Email:** [**ameett.malve@gmail.com**](mailto:ameett.malve@gmail.com)

**PROFILE**

Highly responsible, organized and self-motivated Account Manager with more than 15 years of experience in the account management and business development process. Involved in discovering new target audiences and expanding revenue along with development of new business opportunities.

Proven performance in relationship-building and communicating effectively with clients and customers of diverse cultures, talents, and experience

**SKILL HIGHLIGHTS**

•Account Management • Business Development • Lead Generation • Client Relationship Mgmt. •Staffing • Digital Marketing • E-SAT / C-SAT • Team Building & Leadership

**PROFESSIONAL SNAPSHOT**

* Rich experience across Account Management, Lead generation, Cold calling, Business Development, Market Research and operations servicing US and Domestic clients.
* 17 years of experience across diverse functions (insurance, IT staffing) in the customer service, customer experience verticals across processes including business development, cold calling and market research.
* Managing operations which require deep understanding of critical business drivers.
* Proven ability to motivate personnel towards achieving objectives with adherence to industry’s best practices, received Employee of the year and client award for 2 years consistently.
* Recruiting, leading, mentoring & monitoring the team members to ensure efficiency in process operations.
* Impressive, fast track management & career driven approach by facing challenges and a desire to be successful.
* An effective communicator with exceptional analytical, negotiation and client relationship management skills with ability to relate to people at any level of business and management.
* Remarkable ability in building & leading cross-cultural teams to achieve organizational goals & objectives.
* Proficient in providing high standards of Customer Service & maintaining quality of service norms to achieve C-Sat.
* Skillful at monitoring and motivating workforce to enhance their efficiencies and assist them to deliver quality services

**NOTEWORTHY CREDITS**

* Recognized as Employee of the month for three consecutive months.
* Employee of the year Award for year 2014.
* Client Awards for consecutive years from 2013 to 2014.
* Client Appreciation for outstanding contribution in operations.
* Successfully completed 6 vertical movements to the next level.

**ACADEMICS**

* Bachelor of Engineering in Polymers from Pune University, India.
* Successfully completed Assertiveness, Delegation and Leadership trainings.
* Successfully completed Lead Generation - Cold Email B2B sales Master Course.

**GLOBAL EXPOSURE**

* Have managed accounts for US projects in the outsourcing space.
* Catered to US and Middle East market for market research and enhancing their business by providing best practices solutions.

**CAREER CHRONOLOGY**

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| --- | --- | --- |
| **Employer** | **Designation** | **Duration** |
| Pyramid Consulting Inc. | Account Manager | June 2021 – June 2022 |
| Machintel | Sales Account Manager | March 2021 – June 2021 |
| SoftNice Inc. | Sr. Business Development Manager | Sep 2018 – March 2021 |
| Lisa Home Solutions Pvt. Ltd | Service Manager | Mar 2017 – Nov 2017 |
| TriZetto A Cognizant Company | Assistant Manager Operations | Jan 2010 – Dec 2016 |
| Frost & Sullivan | Business Development Associate | Apr 2009 – Dec 2009 |
| S N Joshi Consultants Pvt. Ltd | Business Analyst | Jul 2007 – Jan 2009 |
| WORBUS Management Consultants | International Business Development Officer | Sep 2006 – Jul 2007 |
| EXL Services | Customer Service Associate | Jan 2005 – Sep 2006 |

**ORGANISATIONAL SCAN HIGHLIGHTING SIGNIFICANT FEATURES**

**Pyramid Consulting as Account Manager**

**Responsibilities:**

* Increased new hire traffic and managed the recruitment cycle from the on-boarding process to application and placement.
* Met monthly target of 5 employees placed in contract roles; average of 60 placement in a year.
* Utilized sourcing tools such as job boards, referrals, social media, resume database, job ads.
* Promptly corresponded with applicants, coordinated and conducted interviews.
* Managed full cycle recruiting process meeting diverse staffing needs for various client levels
* Posted positions via approved recruitment channels; screened applicants based on education, skills, and qualifications.
* Managed performance dashboard database used to track key performance metrics such as active pipeline, sources used, time to fill statistics, open requisitions by recruiter, number of placements, and number of permanent new hires.
* Client interaction for additional new requirements and getting prompt feedbacks.

**Machintel as Sales Account Manager**

**Responsibilities:**

* Supervise account representatives to ensure sales increase and also responsible for achieving individual targets.
* Close sales by building rapport with potential account; explaining service capabilities; overcoming objections; preparing contracts.
* Responsible for lead generation through exhaustive Market Research, out bound cold calling, target account selling, email campaigns and social media.
* Experience in developing healthy lead pipeline from the ground up.
* Set and track sales account targets, aligned with company objectives.
* Monitored sales metrics (e.g. quarterly sales results and annual forecasts).
* Demonstrated experience with CRM and sales engagement systems such as Salesforce

**SoftNice as Sr. Business Development Manager**

**Responsibilities:**

* Managing entire IT Product Sales Life Cycle starting from strategic planning.
* Developing Sales strategies for increasing opportunities and customer base.
* Building sales pipeline and converting opportunities.
* Defining market and development of sales.
* Identifying opportunities for campaigns.

**Achievements:**

* Influenced product direction by conducting competitive analysis.
* Increased sales by 75% over the prior year through development of Channel Partner relationships
* Generated $3Mn. Business in first year itself.
* Directly on-boarded consultants as partners that have to contribute significantly to company bottom line and increase in new clients.

**Initiatives:**

* Self-learning and developing understanding about the Procurement industry and softwares.
* Delivering presentations and demonstrations with organized content flow and following up for next steps.
* Demonstrated leadership and brought fresh ideas that helped team members in setting up more appointments.
* Giving suggestions for improvements for after demo conversions.
* Preparing daily weekly and monthly reports accountable for producing performance feedback.

**Lisa Home Solutions Pvt. Ltd as Service Manager**

**Responsibilities:**

* Recruiting, Mentoring, Training and Motivating Sales force.
* Sales Metrics, Office Operations and Office P&L along with community events.
* Excel in resolving customer challenges with innovative solutions, systems and process improvements.
* Developed affiliate relationships with other real estate professionals which increased the income.
* Maintained maximum profitability through constant review and improvement of financial decisions and processes.
* Worked closely with vendors including attorneys, registrars, and clients to achieve our goals.
* Performed accounting support functions via e.g. invoices, accounts payables, and accounts receivable, in a timely and accurate manner.
* Managed telephone calls, including screening incoming calls and corresponding with tenants and vendors
* Maintained system databases, e.g. rent rolls and tenant files, in MS Office.
* Track changes in real estate regulations ensuring documentation is in compliance with statues and laws
* Conducted weekly staff meetings and individual one on one with the staff.
* Direct liaison between the Property Manager and the tenants, drawing up and amending leases, setting up meetings, processed eviction proceedings
* Responsible for buildings rent collection and assistant to the accounts receivables.
* Developed marketing plans and budgets including internet marketing and bulk mail campaigns and tracking our ROI.
* Monitor rent collections and take action on delinquent accounts when required

**Achievements:**

* Mentored, coached and trained sales team which led to 25% increase in sales.

**TriZetto A Cognizant Company as Assistant Manager - Operations**

**Responsibilities:**

* Transitioning, Planning, Training and Stabilization of Enrollment and Billing processes with span control of 45 agents and 5 supervisors.
* Identifying value addition and project improvement initiative.
* Performance reporting as per client requirement.
* Project metrics review with senior management and team.
* Effective Growth Plan and Succession planning along with Resource Utilization.
* Define and review KRA of Team Leads.
* Manage day to day operations and control Attrition and Absenteeism in the process.
* Timely reporting of deliverables like Performance Incentive and Internal Dashboard.
* Attend to escalations and provide effective solutions.
* Review and regulate SOPs.
* Mitigate risk of failure before it can occur and hence keep performance within acceptable control limits.
* Coordinate with client on process related issues and updates.
* Identifying, Recommending and implementing ways to increase productivity and quality of team.
* Coaching and mentoring teams along with recruitments as per client needs.
* Work with cross functional teams to ensure organizational needs are met.

**Business Development**

* Prospecting new clients by networking, cold calling and other means of generating interest from potential clients.
* Setup meetings between client decision makers and company’s practice leaders.
* Accountable for achieving targets as per the business plan.
* Developing relationships with key decision-makers in target organizations for business development.

**Frost & Sullivan as Business Development Associate for Information and Communication Technology**

**Responsibilities:**

* Monitoring the communication services, mobile & wireless, IT applications & services and network security markets.
* Contacting potential clients to establish rapport and arrange meetings.
* Identifying prospective clients, generating business from new accounts & developing them to achieve consistent profitability. Building and maintaining healthy business relations with major clientele, ensuring maximum customer satisfaction by achieving performance parameters delivery & quality norms.
* Track and record activity on accounts and help to close deals to meet the desired targets.
* Developing relationships with key decision-makers in target organizations for business development.

**Achievements:**

* Improved closing ratio of new accounts by 50% through implementation of sales processes.

**S N Joshi Consultants Pvt.Ltd as Business Analyst**

**Responsibilities:**

* Hold client meetings, understand client’s requirements, and conduct preliminary market research in the real estate market catering to India & Middle East.
* Prepare business, financial proposal and timelines as per the scope.
* Responsible for negotiating and finalizing the contract with the client.
* Forecast the sales targets and ensure they are met.
* Using knowledge of the market and competitors to identify and develop the company’s unique selling propositions and differentiators.
* Touch base with the existing customer for new or repeat jobs on regular basis.

**Achievements:**

* Brought 5 projects within the duration.
* Responsible for 54% of sales associated with the company.

**Worbus Management Consultants as International Business Development Officer**

**Responsibilities:**

* Proactively reached out to new customers to set up presentations/ meetings.
* Interacting with Strategic decision makers of various companies from SME sector on inorganic growth through Joint Venture.
* Carry out the work of Preparing First Stage Document Proposal.
* Interface between the existing and portfolio manager to develop and consolidate the relationship for repeat business.
* Research of industries, Market opportunity – Global and Indian market opportunity.
* Study in detail, analyze the current business strategies (financial/operational) of clients of WORBUS or any of its group Companies and to ensure that the services offered to the Clients that is preparation of Business Plan and related documents for the structuring of a JV / Strategic Alliance.
* To structure the documentation and the negotiation so as to ensure the success of the JV and Strategic Alliance.
* Assist the organizations in getting an international partner for the collaboration and making business plan for their company.

**Achievements:**

* Developed vertical sales approach leading to a 10% increase in customer base.

**EXL Services as Customer Service Associate**

**Responsibilities:**

* Maintains customer relationship by responding to inquiries; documenting actions.
* Update job knowledge by participating in trainings.
* Accomplishes customer service and organization mission by completing related results as needed.