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Mumbai India

EDUCATION

SSC **SS BVM INTER COLLEGE**, SHIKARPUR  
BULANDSHAHR,  
BULANDSHAHR, May  
1994

HSC **SS BVM INTER COLLEGE**, SHIKARPUR  
BULANDSHAHR,  
BULANDSHAHR, May  
1997

Diploma: Computer  
Applications **NIIT**,  
Mumbai, April 1999

Bachelor Of Commerce  
**Lucknow University** ,  
Lucknow, June 2001

Master of Business  
Administration:  
Marketing **NATIONAL  
INSTITUTE  
OfMANAGEMENT**,  
AHMEDABAD, April 2009

LANGUAGES

English

Bilingual or Proficient  
(C2)

Hindi

Bilingual or Proficient  
(C2)

Gujarati

Advanced (C1)

Marathi

Advanced (C1)

VIJAY VORA

PROFESSIONAL SUMMARY

Managing sales with a 20 year experience well-versed in developing performance-oriented cultures devoted to continuous improvement and revenue growth. Results-focused leader with proven success in maintaining long-term growth. Excels in building long-lasting, productive client relationships to boost customer numbers and market share.

SKILLS

- Strategic Account Development
- Product and Service Sales
- Business Development and Planning
- Goals and Performance

WORK HISTORY



October 2021 - Current **TICKERPLANT LTD - Sales Manager**,  
Mumbai, India, India

- Strategically develops, executes and maintains a growth-centric account plan and own overall strategy for revenue growth and retention.
- Retain customers by tracking usage, contracts up for renewal, and ensuring customer experience.
- Accountable for end to end service delivery and performance.
- Develop in-depth knowledge of designated accounts, including organizational structure, decision processes, their market environment and the customer's workflow and challenges.
- Act as a single point of contact for the customer and orchestrate the entire relationship within designated accounts.
- Established strong, long term customer relationships and identifies new business opportunities and maintain relationships with key decision makers.
- Applied knowledge of business and its constituent workflows to conceive and position value-added solutions to promote sales and revenue growth.
- Responsible for forecasting and keeps management in touch with accounts in a timely fashion by gathering intelligence on competitor activity and providing feedback to other internal stakeholders.
- Maximized financial and strategic value for the customer, by aligning short term needs with longer term business strategies.
- Accurately captures and reports all aspects of account and opportunity information within a sales force automated (SFA) application.
- Maintains up to date product knowledge on all products and solutions and also vertical Ecosystem.

November 2017 - March 2021 **BANIYA CHACHA LLP - Managing Partner**, Mumbai, India, India



- Analyzed and presented financial standings and cost effectiveness to other partners and investors.
- Established and implemented business procedures and process improvements.
- Maintained comprehensive compliance with workplace and food safety standards to protect staff and customers.
- Coordinated efficient restocking of grocery merchandise to meet customer needs and promote consistent sales.
- Drove consistent grocery sales with effective merchandising and promotions implementation.
- Introduced grocery store employee incentive program to boost team morale.
- Collaborated with staff to maximize customer satisfaction, streamline procedures and improve bottom-line profitability.
- Maximized profit by coordinating efficient team workflows, minimizing waste and controlling shrinkage.

August 2012 - October 2017 **TARA IT SOLUTIONS LLC - Sales Manager**, Dubai, UAE, UAE

- Managed Order cycle to enhance business development and maintain sustainability and customer satisfaction.
- Monitored customer buying trends, market conditions and competitor actions to adjust strategies and achieve sales goals.
- Oversaw management and implementation of new revenue strategies, sales initiatives and customer engagement tactics to increase market share.
- Exceeded sales goals and improved profitability by aligning sales strategies and business plans with market trends.
- Boosted team morale and overall sales volume by creating employee incentive sales contests.
- Researched and capitalized on emerging opportunities to build business and expand customer base.

December 2010 - December 2011 **THOMSON REUTERS - Sales and Marketing Executive**, Mumbai, India, India



- Performed competitive analyses and adjusted sales and marketing strategies accordingly.
- Developed and implemented SEO techniques to maximize internet traffic and presence.
- Analyzed competitors' marketing campaigns for insights to gain attention and sales for clients.
- Assisted salesforce with customer leads and follow up to build constant contact.
- Handled customer inquiries promptly and efficiently, serving as point of-contact between teams and departments for consistency.
- Executed successful product introductions by coordinating actions with social media, public relations and other internal teams.

March 2006 - November 2010 **REUTERS INDIA PVT LTD - Business Development Executive**, Mumbai, India, India



- Defined and integrated roles, responsibilities and processes for business team and data management organization.
- Identified and pursued valuable business opportunities to generate new company revenue and improve bottom line profit.
- Developed and executed strategic initiatives to implement key changes and improvements in business development and sales programs.

- Collaborated with sales and marketing departments to support business objectives and client acquisition.
- Completed and submitted monthly and yearly reports to support executive decision making.
- Identified revenue opportunities by collaborating with distribution partners.



November 2003 - February 2006 **ZENTA - Senior Customer Support Executive**, Mumbai, India, India

- Established and monitored customer service standards by employing recognized and comprehensive benchmarks.
- Built strong relationships with field operations team to support business development opportunities and improve service.
- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Managed customer expectations by clarifying needs, identifying options and recommending products and services.
- Met or exceeded call speed, accuracy and volume benchmarks on consistent basis.
- Monitored phone, fax and electronic database systems for incoming customer inquiries.



May 2001 - November 2003 **GIGABYTE INDIA, PVT LTD - Senior Customer Relationship Executive**, Mumbai, India, India

- Supervised employees and assessed performances to determine training needs and define accurate plans for decreasing process lags.
- Introduced higher standards for customer service and increased efficiency by streamlining operations.
- Assumed ownership over team productivity and managed work flow to meet or exceed quality service goals.
- Improved customer service initiatives by streamlining sales and order management processes.
- Created customer support strategy to increase customer retention.

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## HOBBIES

- Cricket
- Reading books
- Trekking
- Singing

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## ADDITIONAL INFORMATION

- Marital status: Married
- Nationality: Indian
- Date of birth: 6 November 1978
- UAE driving license number: 63663117
- Passport number: V2980854

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## DECLARATION

I hereby declare that all of the above information provided by me is true and to the best of my knowledge.