

vora.vijay@gmail.com
+91 84548 17202
Mumbai 401107

Skills

- Strategic planning skills
- Business development expertise
- Corporate management knowledge

Education And Training

05/1994
Secondary School Certificate:
SSC
S S BVM INTER COLLEGE
SHIKARPUR BULANDSHAHR
BULANDSHAHR

05/1997
Higher Secondary Certificate:
HSC - COMMERCE
S S BVM INTER COLLEGE
SHIKARPUR BULANDSHAHR
BULANDSHAHR

06/2001
BACHELOR'S:
COMMERCE
LUCKNOW UNIVERSITY
LUCKNOW

04/2009
MBA:
MARKETING
NATIONAL INSTITUTE OF
MANAGEMENT
AHMEDABAD

04/1999
DIPLOMA IN COMPUTER
OPERATION:
NIIT
MUMBAI

Languages

English: First Language
English: C2
Proficient
Hindi: C1

Vijay Vora

Summary

Enterprising Managing Partner successful at maximizing profits through effective cost reductions and by building new revenue streams. Market-driven retail industry leader and operational problem-solver. Quality-focused Managing Partner with a resilient and forward-thinking approach ready to bring 20 years of experience to new role. Decisive leader and strategic planner adept at building and leading high-performance teams.

Experience

BANIYA CHACHA LLP - Managing Partner
MUMBAI, INDIA
11/2017 - 03/2021

- 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.
- Monitored supplier operations to verify quality, delivery schedule and conformance to contract specifications.
- Leveraged ERP software to coordinate and enhance inventory delivery.
- Facilitated effective communication between customers and associates to encourage positive, team-based atmosphere.

TARA IT SOLUTIONS LLC - Sales Manager
DUBAI, UNITED ARAB EMIRATES
08/2012 - 10/2017

- Managed all project and web strategic planning for marketing and web development team.
- Boosted revenue and facilitated sales activity while developing consistent employee measurements for exceeding 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.
- Supported all sales team members to drive growth and development.
- Formalized sales process to enhance operations and promote acquisition of

Advanced

Gujarati: C1

Advanced

Marathi: B2

Upper Intermediate

new customers.

- Provided information on company promotions and special sales to customers.

THOMSON REUTERS - Sales And Marketing Specialist

MUMBAI, INDIA

12/2010 - 12/2011

- Developed positive relationships with new and existing customers, leading to increased sales opportunities.
- 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.
- Forecasted and tracked marketing and sales trends.
- Supervised external branding strategies for purpose of single message output.

REUTERS INDIA PVT LTD - Business Development Executive, APAC

MUMBAI, INDIA

03/2006 - 11/2010

- Trained with successful business development personnel to optimize marketing performance and learn industry.
- Facilitated and managed business plan development based on market and industry research.
- Generated leads and capitalized on valuable business opportunities to bring in new company revenue and improve bottom line profit.
- Collaborated with other corporate departments to develop effective business strategies.
- Attended conferences and trade association meetings to represent company and promote products.
- Set up promotional activities in accordance with available inventory and staff resources.
- Captured new market share by optimizing business strategies and launching products to diversify offerings.
- Maintained meticulous client notes in Salesforce system.

ZENTA TECHNOLOGIES - Senior Customer Support Executive

MUMBAI, INDIA

11/2003 - 02/2006

- Sold various products by explaining unique features and educating customers on proper application.
- Mentored team members in mastering sales techniques to consistently exceed objectives.
- 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.

- Achieved high sales percentage with consultative, value-focused customer service approach.
- Explained key information regarding products and services to customers to encourage informed decision-making.
- Documented customer inquiries and feedback, including service delivery suggestions in company database.

GIGABYTE INDIA PVT LTD - Senior Customer Relationship Executive

MUMBAI, INDIA

05/2001 - 11/2003

- Walked customers through online demonstrations to support better understanding of product features.
- Generated referrals by fostering exceptional customer service and satisfaction.
- Assisted customers both in person and by phone, answering questions about different products.
- Addressed all customer inquiries and resolved complaints.
- Demonstrated product features by employing knowledge of technology and gadgets.
- Demonstrated products to customers, discussed features and redirected objections to capture sales.
- Educated customers on product and service offerings.