

Vikas Prince



Business Development Manager

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Personal Information:

Nationality	Indian Passport holder
Languages Known	English & Hindi (written and spoken)
Education	Diploma in Business Administration (ICFAI) Bachelors Degree in Physics (Mumbai University)
Driving License	Dubai (UAE) driving license with own car

Summary: A highly enthusiastic, passionate, and seasoned professional with an exposure to varied sectors in roles related to sales, business development, customer service and client relationship management. Good regional exposure to Prime growing and developing markets like the UAE and India. It has been an amazing journey of learnings, experiences, transformations, and realizations and this has indeed brought the best out of me.

Key Skills: • Sales & Business Development skills • Relationship building and Interpersonal skills • Customer service skills • Communication skills with good command over the language • Good Negotiation and Presentation skills • Excellent Team management • Adept with Vendor and Partner management • Computer skills

Professional Experience:

Technowave International LLC – Dubai, UAE (Jan 2024- Present)

Business Development Manager (Auto ID)

- My responsibility for increasing the bandwidth for RFID and Barcode technologies. This includes hardware such as scanners, printers, readers and hand held devices; consumables such as tags and labels; software solutions like Asset management, Warehouse management, Inventory management, etc

- Achieved total revenues of over AED 700,000 so far with more in the pipeline.

Aarialife Technologies FZ LLC – Dubai, UAE (Oct 2022- Nov 2023)

Business Development Manager (Zoho Solutions)

- As a BDM for a Zoho Premium partner in the Middle East, I am responsible for enhancing, expanding, and increasing product bandwidth and new customer acquisition (B2B) for the complete Zoho suite of products and applications. This includes Licenses, Implementation services and after sales support packages.
- Leads, Contact and Opportunity management of both Inbound and Outbound leads using a robust CRM(Zoho). These Leads have been generated by using platforms like LinkedIn, ZoomInfo, Apollo, Direct calls, Personal references and personal databases and Inbound leads by direct calls, emails, and website chats.
- Achieved total revenues of close to AED 400,000 over my tenure span.

Hashtag Consulting FZE – Dubai, UAE (Feb 2020- Aug 2022)

Business Development Manager (Digital Transformation solutions)

- Responsible for New customer acquisition (B2B) for various Digital Transformation requirements like ERP, CRM, BI, AR, VR, AI, IoT, Blockchain, Inbound Marketing automation, Digital marketing, social media marketing, Functional and Technical resources, etc.
- Achieved total revenues of AED 1.4 million in 2020-21 and AED 1.6 million in year 2021-22.

Data Point Trading -Dubai, UAE (Jan 2017- Dec 2018)

Key Account Manager (IT Products)

- Responsible for growing IT sales by building up the customer base for various IT related hardware products like Laptops, Desktops, Printers, Scanners, Projectors, Toners, and Cartridges (Original and Compatible), etc. this was done through a mix of Telephonic, Email, WhatsApp and In Person meetings.
- Helped achieve more than 20 New accounts, while reviving more than 50+ older accounts that had become dormant and inactive. Revenues achieved were approximately AED 1.4 million.

Stafford Associates – Dubai, UAE (Aug 2014- Dec 2016)

Sr. Academic Consultant (Program Recruitment)

Responsible for selling of MBA/Business Management programs (Student recruitment) to working professionals based in the GCC/Levant and the MENA region. Here we used HubSpot as a CRM. Also involved in various marketing initiatives like mass mailers, referral schemes, open day exhibits (Travel within UAE and other GCC countries), educational conferences, seminars, masterclass, webinars, etc.

- My overall revenues across cohorts for my overall tenure would be approximately USD 1.1 Million (Leicester), USD 850,000 (Northampton) and USD 725,000 (Essex)

Expat Properties – Dubai, UAE (Oct 2009- July 2014)

Assistant Sales Manager (Indian Properties)

- Meeting with prospective NRI clients to sell India based properties (Land and Apartment deals). Regular follow ups done using an extensive database system (Sugar initially and HubSpot later as CRM systems) in order to convert leads and close deals.
- Total revenues over my tenure would exceed INR 17 Crore (AED 7 to 8 million plus)

Damac Properties PJSC– Dubai, UAE (April 2008- Sep 2009)

Sr. Client Relations Executive (Dubai Properties)

- Meeting of Walk-in clients and resolving customer complaints and issues. Correspondence through emails and phone and liaising with the concerned linemenagers.
- Raising of and end-to-end documentation of Inter Office Memos (IOMs) and getting the same approved by the senior management in favor of the concerned client. Liaised with various departments to ensure a seamless experience for the client.

Epicenter Technologies Pvt Ltd – Mumbai, India (Oct 2002 - Apr 2008)

Sr. Customer Relationship Associate (Contact Center)

- Making dialer routed outbound calls to International customers for collection of defaulted payments (Credit card outstanding- 1st Process and Utility bills- 2nd Process) liaising with supervisors, team leaders, & operatives to gather information and resolve issues. Played the role of Team coach for all new junior associates right from period of OJT(On the Job Training) right up to them hitting the Floor. Handling the most complex customer complaints and enquiries by part playing supervisory and escalated calls.