

SNEHAL SANTOSH VARKUTE

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JOB OBJECTIVE

Looking to secure a challenging and rewarding role in the **HR, Admin, & CRM** in all industry, where I can utilize my skills, knowledge and experience for the benefit of organization.

PROFILE SNAPSHOT

- Presently associated with GREEN WARRIOR, Mumbai as Branch Manager (Operation, Marketing, Finance HR & Admin)
- Directing all Operational aspects including Customer Service, Human Resources, Administration, Finance & Marketing in accordance with the branch objective.
- Developing objective Forecast, Financial objective & business plans.
- An effective communicator with good interpersonal skills and analytical skills

SKILL SET

- Excellent interpersonal and coaching Skill
- Sufficient knowledge of modern management & practice
- People Management & Business Management
- Leadership & Human Resource Management Skill
- Excellent Organizational Skill
- Familiarity with industry's Rules & regulations
- Ability to meet business targets & Goals
- Result driven & customer focused

WORK EXPERIENCE

Since July-2017 to till date GREEN WARRIOR, Mumbai as Branch Manager

Role: **Branch Manager**

- Direct all operational aspects including Customer Service, Human Resources, Administration & Marketing.
- Primarily responsible for overseeing the daily Operation servicing over 10 clients.
- Maintain, Manage & Monitor all customer & Employee related operational issues / Grievances.
- Hire, Train, Coach front office staff including recruiters, on-site personnel & Business development professionals.
- Responsible for incremental growth of branch revenue with first six month of employment leading to attainment of tier goal.
- Provide high quality customer services to both Clients & Candidates.
- Assess local market conditions and identify current and prospective sales opportunities.
- Develop forecasts, financial objectives and business plans.
- Meet goals and metrics.
- Manage budget and allocate funds appropriately.
- Bring out the best of branch's personnel by providing training, coaching, development and motivation.
- Mapping the areas of improvement and propose corrective actions that meet challenges and leverage growth opportunities.
- Address customer and employee satisfaction issues promptly.
- Adhere to high ethical standards, and comply with all regulations/applicable laws.
- Network to improve the presence and reputation of the branch and company.
- The create long term strategies for organization & also generate leads through Marketing & Networking.
- Develop & Communicate Business Strategies to all the staff.
- Prepare the projection of Branch Status – Sales & Revenue.

Jan' 16 to June'17 PAYAL PHARMA, Mumbai as Admin Cum Business Development Manager

Role: **Admin Cum Business Development Manager**

- Conduct research to identify new markets and customer needs.

- Analyze business requirements and customer needs.
- Supervise and train employees.
- Monitor and report on department performance.
- Promote the company's products/services.
- Keep records of sales, revenue, invoices etc.
- Build long-term relationships with new and existing customers.
- Develop and maintain business plans with team members.
- Developing goal for the development team ad business growth and ensuring they are met.
- Develop a growth strategy focused both on financial gain and customer satisfaction.
- Attending conference, meeting and Industry event.
- Trained for effective customer service orientation skills, Staff management, inventory Management & Local Marketing Program.
- Conducting training of crew members and orientations.
- Prepare sales and revenue reports.
- Establish and manage an effective Business Development team.
- Gathering information using the internet and other sources extensively to search for business information and monitor competitor's campaign.
- Constantly improving business development activities.

March'12 to Sep'15 Tirupati Balaji Builders & Developers Pvt Ltd, Mumbai

Role: Marketing Manager

- Develop a growth strategy focused both on financial gain and customer satisfaction.
- Attend the walk-in customers and present the details of the Units and Location, assisting in their decision-making process.
- Handle broker's network and contribution through channel sales.
- Assisting the buyers in post-sale documentations such as loan, registry etc.
- Responsible to maintain the database of the clients and updating them regarding different proceedings of their purchased Units.
- Develop and maintain broker's network effectively and contribution through channel sales.
- Generating leads for new business by running promotional mailers, cold calling etc.
- Represent the company during Corporate Presentations & Bulk Bookings.
- Identify and assess customer response and introduce services as per customer demand/needs.
- Business Development & Client Servicing.
- Online campaigns, web site, use of digital/social media.

April'11 to Oct'12 Castel Developer, Mumbai as Business Development Manager

Role: Admin & Marketing Executive

- Develop a growth strategy focused both on financial gain and customer satisfaction.
- Generating leads through various sources.
- Interacting with prospective clients and converting them into business leads.
- Market research and competitor study.
- Build long-term relationships with new and existing customers
- Developing a business development strategy focused on financial gain
- Better understanding of the competitor's strategy and devising an effective plan to counter act it.
- Monitor Team performance and activity.
- Successful execution of events.
- Vendor management in order to increase cost effectiveness.

Nov'09 to March'11 Sable Tobacco Company, Navi Mumbai as Business Development Manager

Role: System Operator

- Develop a growth strategy focused both on financial gain and customer satisfaction

- Maintain File and records so they remain updated & easily accessible.
- Undertake basic bookkeeping tasks and issue invoices, checks etc.
- Assist in office management and organization procedures
- Sort and distribute incoming mail and prepare outgoing mail
- Answer the phone to take messages or redirect calls to appropriate colleagues
- Monitor stocks of office supplies and report when there are shortages.

EDUCATION

2020	Post Graduation Diploma in Human Resource Management (PGDM-HR) from Weligkar Institute of Management.
2019	Post Graduation Diploma in Human Marketing (PGDM-Marketing) from Weligkar Institute of Management.
2017	Business Administration from Weligkar Institute of Management
2009	Post Graduation Diploma in Communication & Journalism , Garware Institute (Mumbai University)
2010	B.Sc. (Physics) from ASC College, (Mumbai University)
2004	12th from CKT College Science, Commerce & Arts (Mumbai University),
2002	10th from Mahatma School (Mumbai University),

PERSONAL DETAILS

Date of Birth: 5thJuly 1987
Languages Known: Marathi Hindi, English
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Date: _____
Place: Mumbai.

Signature: _____