**KARAN ANAND**

**Mumbai, India - Cell: +91-749-811-0705**

**Email:** **karananand31@gmail.com**

I am a goal-focused Manager, dedicated to exceeding employer’s expectations, maintaining strong and fruitful working relationships with colleagues and clients to gain their trust in order to attain targets of mutual interest, offering these core strengths with a total of 11 years experience in sales and marketing.

**Professional Experience and Responsibilities**

WhiteHat Jr, Mumbai, India August2020 – Present

**Relationship Manager- Operations**

* Taking full ownership of Students/Parents problems and ensuring complete customer satisfaction in a new to the world online platform.
* Proactively solving escalations, Analyzing and Researching information.
* Maintaining Ms Excel sheets like Inactive sheet, LIId reports, Missed Calls sheet for the Team
* Creating and Maintaining Rosters for the Team.
* Competence in handling difficult situations and the ability to remain calm.

City View Realtors, Mumbai, India June 2018 – August2020

**Sales Manager**

* Penetrating the broker market with the objective of maximizing sales.
* Achieving monthly targets of apartment bookings.
* Giving presentations to the clients of the complete area, of the projects and the infrastructure developments.
* Understanding the client in order to close the deal with minimum negotiation.
* Enhancing the presence of projects and brand name with the help of corporate and broker events.
* Coming up with good projects for sole selling rights at right price and location.

Yash Raj Films, Mumbai, India June 2016 - March2018

**Assistant Executive Producer**

* Securing funds for the project.
* Maintaining a schedule and managing cast and crew.
* Hiring, managing and organizing a movie/film production.

City View Realtors, Mumbai, India December 2013 – June 2016

**Sales Manager**

* Penetrating the broker market with the objective of maximizing sales.
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Mac, Mumbai, India January 2011 - December 2013

**Resident Trainer**

* Training the retail staff and makeup artist about the products and new launches.
* Ensuring grooming standards of the staff.
* Training the retail staff and makeup artist about the latest trends and makeup looks.

Mac, Mumbai, India August 2009 - December 2010

**Retail Artist**

* Greeting clients at the shop floor and helping them select products.
* Providing an outstanding customer experience.
* Ensuring customer comfort by taking necessary steps in case of any emergency or any challenging situation.

**Educational Qualification**

* Senior Secondary – Himalaya Public School – CBSE (2007)
* Higher Secondary – Lord Chaitanya School – CBSE (2005)
* FMM – Pearl Academy Of Fashion (2009)

**Professional Skill**

* Industry Research
* Market Research
* Competitor Analysis
* Lead Generation
* Company Profiling

**Interpersonal Skills**

* Negotiation
* Team Work
* Target Orientation
* Problem Solving