LINCE JOSEPH

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Seeking assignments in Service Industry/ Relationship Management/ Business Development with an organization of repute preferably in the Service / Financial Sector.

Synopsis

⇔ A result oriented professional with **8 years'** experience in Marketing, Communication and Customer Relationship Management.

⇔ **Currently working with Alhind Tours and Travels**

⇔ Proficient in cementing healthy relationship with the customers towards accomplishing customer service & organizational goals.

⇔ Expertise in:

-Relationship Management	-Marketing	-Business Development
-Client Servicing	-Promotional activities	-Lead generation

⇔ Proven experience in personal supervisory training, co-ordination & motivation.

⇔ An effective communicator with excellent relationship building & interpersonal skills.

Areas of Expertise

Sales & Marketing

↔ Forecasting periodic sales targets & driving sales initiatives to achieve business goals & managing frontline sales team to achieve them.

↔ Conducting competitor analysis by keeping abreast of market trends & competitor moves to achieve market share metrics.

↔ Implementing promotional activities in co-ordination with external agencies to spearhead product launch, brand promotion & event management initiatives.

Business Development

↔ Analysis business potential, conceptualizing & executing strategies to drive sales, augment turnover & achieve desired targets.

↔ Monitoring competitor activities & devise effective counter measures.

↔ Identifying, qualifying and pursuing business opportunities through market surveys & mapping as per targeted plans as well as through lead generation.

Client Relationship Management

↔ Managing customer service operations, ensuring customer delight by achieving delivery & quality service quality in the shortest possible time.

↔ Building, nurturing & maintaining healthy, cordial mutually beneficial business relationship with customers.

Professional Details

Company: Alhind Tours and Travels
Designation: Manager - Grade 1
Location: Branch Office, Kochi
Period: Feb 2019 till date

- Product / Soft skill Training to employees across branches

- Designing collaterals for the division - Corporate Communication/Advertising & PR activities

- Relationship Management of clients

- In-Charge of Marketing Collaterals procurement & distribution

- Customer Management for complaint free services

- Direct Reporting to Business Head

- Customer issues Solving and MIS Reports generation & maintenance

- Conducting Events and giving presentations

Company: Muthoot Forex Ltd
Designation: Assistant Manager
Location: Corporate Office, Kochi
Period: July 2011 – Jan 2019

- Identification of new business sources
- Managing the forex business of 70 branches all over India
- Increased the forex business income to 154% all over Kerala
- Coordinated Branch Activities and operations.
- Market study & Research to adopt favorable decisions & improve business.
- Business Development Programs & Business Co-ordination.

- Planning and Designing (Business Projects).

- Dealing with ADII dealers in foreign exchange as well as overseas student consultants and Travel agencies.

- Overall responsibility of collaterals design

- Customer surveys to identify customer requirements and to improve service quality

Academia

✓	**MBA (HR-Marketing)**	**63%**
✓	**B.A (Economics)**	**60%**
✓	**Pre – Degree**	**78%**
✓	**S.S.L.C.**	**60%**

IT Skills

- Acknowledge of Computer (MS Office, Power point, MS Excel, Internet, etc)

- 1 Year experience in Photoshop, Coral draw and Video Editing (A.V Max creations, Aluva)

Personal Details

Nationality   : Indian

Marital Status   : Married

Date of Birth   : January 9, 1990

Sex   : Male

Communication Address: Kannadan House, S. Vellarappilly P.O., Sreemoolanagaram – 683 580

Languages Known   : English, Hindi, Malayalam & Tamil.

Date: 10-08-2019   **LINCE JOSEPH**

References will be provided on requirement