



ARJUN KAILASH P

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PROFESSIONAL SUMMARY

Enthusiastic and performance-oriented team player offering exceptional expertise in sales, customer service and operations. Highly skilled in streamlining company operations, optimizing employee talent leading by example and inspire team to perform at peak level providing professional support ensuring high level of customer satisfaction to consistently meet and exceed targets.

EXPERIENCE

The Work Crew | Bengaluru
Real Estate Sales Consultant
03/2023 - 12/2023

- Analyzed current industry trends and developments to identify competitive advantages for properties in various regions and better serve client needs.
- Organized open house viewings to showcase properties and attracted potential buyers.
- Identified potential buyers or tenants based on their specific requirements and preferences.

PropertyAngel Management Pvt. Ltd | Bengaluru
Sales and Marketing Manager
07/2021 - 02/2023

- Developed and implemented effective sales strategies to increase market share.
- Generated monthly reports to monitor performance, sales and market trends.
- Leveraged market and customer insight data to develop marketing and sales strategies.
- Provided coaching and guidance to team members regarding sales and customer handling techniques.

Login Technologies | Bengaluru
Sales and Customer Support Manager
02/2020 - 06/2021

- Managed a team of inside sales, customer support and field sales representatives by providing training and building enthusiasm.
- Analyzing market trends, improvised sales strategies resulting in consistently achieving growth and hitting sales target.
- Modified customer support process, ensuring prompt and professional resolution to clients are provided while handling issues, complaints, enquiries and SLAs are met.

Cybaze Technologies | Bengaluru
Sales and Customer Support Manager
12/2017 - 01/2020

- Forecasted product sales and achieved quarterly and annual sales objectives.
- Provided coaching and feedback to staff on an ongoing basis in order to improve job performance.
- Analyzed customer feedback data to improve service quality standards.

Aegis Limited | Bengaluru
Team Leader - Subject Matter Expert
06/2016 - 12/2017

- Delegated tasks to team members according to project requirements and employee strengths.
- Coached individuals to develop their technical knowledge as well as soft skills such as communication, decision making and teamwork.
- Suggested changes to standard operational and working practices,

providing leadership needed to develop and implement continuous improvements.

Aircel Cellular | Bengaluru
Store Team Leader
08/2010 - 07/2012

- Demonstrated ability to lead, train and motivate a team of store associates in order to meet customer service standards, sales goals, and operational procedures.
- Monitored daily store operations such as cash handling procedures, POS transactions, returns and exchanges, and customer service interactions.

Farnek Avireal | Dubai
Facilities Maintenance Coordinator
09/2009 - 08/2010

- Assigned call-outs and preventative maintenance visits in timely manner to prevent client difficulty.
- Ensured all work in line are completed with task schedules and industry best practices.

EDUCATION

Bachelor Of Business Management

Delhi University | New Delhi
May 2016

SKILLS

- Effective communication
- Customer Service
- Critical Thinking
- Coaching and Mentoring
- Microsoft Office
- Time management
- Leadership
- Goal-Oriented
- CRM Software

LANGUAGES

- **English**
- **Malayalam**
- **Kannada**
- **Hindi**
- **Tamil**

AWARDS

- Best Employee at PropertyAngel Management Pvt. Ltd.
- Leader of the Month at PropertyAngel Management Pvt. Ltd.
- Team of the Month at PropertyAngel Management Pvt. Ltd.
- Stand-out Performer of the Quarter at Reliance Jio
- Rising Star at Reliance Jio