

RESUME



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My Objective

To work with the best of my potential to bring successes and growth to the organization by my hard work and eye for excellence”.

Professional Experience

Exceptional sales management professional with extensive experience in building key B2B, channel & Govt. relationships, designing winning sales strategies and driving sales teams to achieve challenging goals. Accumulative experience of 19 + Years in Sales & 15+years in Sales Management including Operations for Logistic industry. Worked in National Capital Region, Kolkata, hinterland Locations, and entire North & East India. The exposure has been varied from Domestic to international express and Air & Ocean Freight Forwarding enabling to understand the 360 degree of the Logistic industry which includes Air & Ocean Freight Forwarding, FTWZ, SEZ and warehousing. Well versed in EXIM Policy and Customs Clearance, understanding Trade and customs compliance & international customs law. Also having the understanding of concepts of Multi-modal Transportation, Regulations and Procedures, Transportation and Distribution, Pre and post shipments documentation.

WORK EXPERIENCE – FULL TIME

Organization	:	DHL Global Forwarding (DHL Logistics Pvt. Ltd)
Duration	:	April'2016 – till date
Designation	:	Cluster Manager – North & East India.
Current Place of Postings	:	Gurgaon.

DHL Global Forwarding is a Group Company of Deutsche Post DHL US\$ 69 billion Company with Head Quarters at Germany with presence across the globe and a leading global player in air and ocean freight forwarding services. The current job responsibility as a Cluster Manager includes:

- Responsible for achieving the Net Sales of Euro 35 Million with Gross Profit of Euro 2 Million for 2020.
- Managing & directing a team of 3 Field Sales Managers & 16- Dy. Managers/ Asst. Managers/ BDMs to achieve Gross Profit Targets from an array of products ranging from 3PL, Custom clearance, Air Freight, Ocean Freight within the region & manage multiple territories within a region & adopt procedures as appropriate for each territory.
- Direct and mentor sales function towards, market leading effectiveness and efficiency standards.
- Contract management for existing and new customers as per company guidelines.
- Meet the financial goals established by growing existing business and/or by on boarding new opportunities.
- Drive and engage in Cross function/Department collaboration to drive business growth and new acquisitions.
- Conduct regular KPI audits & reviews basis per-established expectations & deliverables such as but not limited to country sales effectiveness and efficiency.
- Budgeting and forecasting for Field sales team and assisting country SPD team to determine national numbers and evaluating monthly budget variance reports with reasons and providing suggestions to country and region with required actions
- Ensure Quality standards for Sales CRM tools, and maintain and monitor pipelines and sales related activities.
- Identify competition & market trends - Report, propose and work with senior management to identify new products/new markets to develop, and ensure successful roll out of campaigns from conception to execution.
- Play active role in giving feedback to pricing management to ensure competitiveness.
- Manage the route development & vertical requirements on a country level in collaboration with own DHL Global Forwarding offices and partners. Provide strategic support, establishing national initiatives and agreements
- Representing DHL in the XBU forum, external bodies & various conference and managing win-win relationships with key stake holders.
- Expanding reach of DHL in hinterland/Upcountry location across north & East India with SMART target.
- Supporting working with the country and regional credit control team for the timely collection of dues from DHL customers and ensuring adherence of the credit control policy for N&E commercial team.

Organization	:	DHL Express (I) Pvt. Ltd
Duration	:	March'2005 – April'2016.
Designations Held	:	Area Sales Manager – Delhi-NCR, Area Sales Manager- North India, Sr. Territory Manager – Delhi-NCR, Territory Manager (East & NE India)
Places of Postings	:	New Delhi, Chandigarh & Kolkata

DHL Express is a Group Company of Deutsche Post DHL US\$ 53 billion Company with Head Quarters at Germany with presence over 220 countries and a Global Player in Express Services, Supply Chain Management., Logistics and Mail Services. The current job responsibility as a Area Sales Manager includes:

- Managing the revenue (Export & Import Both) of INR100Crores per annum and leading a team of Seven Territory Managers and one Key Account Manager placed in different part of National Capital Region.
- Managed customers for all major industry verticals- Pharma, Textile, Engineering, Manufacturing, Electronics & Communication, Aviation, Ecom, Healthcare etc. Managed clients like Cipla, Trident, ISGEC, Elcomponics, Minda Group, Jubilant Group, Thompson Group, Jindal Group, India Today Group, Moser Baer, Shyam Telecom, TATA Group, Tata Motors, NSI Infibeam etc.
- Part of Regional Management team for ensuring seamless operation and deliveries for customers in Delhi NCR.
- Monitor Account Executives utilization of the Pipeline Forecast and ensuring that business from new and existing customers is successfully negotiated in a timely manner. (Tactical Checklist and Pipeline Forecast tools and methodology).
- Ensure all aspects of the GSP program are well understood and implemented across all sales territories and that the regional objectives of both sales force effectiveness and efficiency improvement are achieved. As a result, the DHL offering will be truly differentiated through the industry leading professionalism that is delivered at point of sale.
- Ensure all regionally determined call targets are met by the Account Executives and all sales territories utilize an annual call cycle, which is reviewed quarterly and updated monthly.
- Develop IKOs/KPIs with team members and monitor individual performance.
- Conduct performance appraisal: define training & development plans for all members of the sales team and ensure targets are achieved through regular assessment of their skills.

Organization	:	Safexpress Pvt Ltd
Duration	:	February'2001 – March'2005
Designations	:	Branch Manager- South Delhi Branch
Place of Posting	:	New Delhi

Safexpress, India's leading logistics company provides diverse range of logistics and supply chain solutions including door-to-door distribution. The Limca Book of Records 2002 has declared Safexpress as India's largest logistics company. The job responsibilities included:

- Successfully controlled South Delhi branch having turnover of more than INR 45 Million per annum for Domes-tic Air & Surface Express and warehousing.
- Managed and headed the complete branch operations with the team of 40+ employee.
- Managing and controlling of the expenses and P&L of South Delhi branch.
- Signed and Managed Ericsson (3PL) account (one of the biggest 3PL account for safexpress)
- Played Key role in setting up all vertical of Logistics (transportation, 3PL, FF) for Ericsson & Medtronic India.
- Managed warehousing and distribution for marketing Dept of Bharat Shell.
- Segmentation selling for various sectors.
- Monitoring of timely and accurate MIS reports.
- Implementing marketing strategies and policies.
- New customer acquisition for Express transportation, warehousing and 3 PL.
- Managing existing key accounts and clients.
- Managing the Credit Collection of outstanding dues.
- Imparting training to new joiners.
- Representing the company in various seminars and exhibitions.

EDUCATIONAL DATA

- **Senior Management Program** from **Indian Institute of Management Calcutta. (SMP Batch-15)** Session:2018 -19
- **Master in Business Administration**, (Marketing), Year 1997-99. (L.N. Mishra College of Business Management)
- Bachelor of Science (BSc.) (Physics Honors), B.R. Ambedkar Bihar University. Year 1996.
- Intermediates of Science (I Sc.) B.I.E.C.
- PGDCA (One Year Post Graduate Diploma).

Other Qualification(s)/ Certification(s)/ Programs Attended

- "Certified International Manager I & II "certification by the Senior Management Team of DHL ASIA Pacific.
- "Certified International Forwarder "certification by the Senior Management Team of DHL ASIA Pacific.
- Specialized in competency-based interview skills.
- Completed Essentials of Business Leadership training conducted by SMG training system Singapore in 2010.
- Certified International specialist for Sales Function, trained by DHL Express Singapore Regional Office.
- Completed Best in Class training for Sales Management and leadership in 2009.
- Completed **Best in Class –I&II** Training on **Sales Planning and Customer Management** in 2005.
- Completed High Impact Presentation workshop/Training by DALE CARNEGIE TRAINING.
- Attended **Development Centre** Program in 2005 conducted by **Accenture, Bangalore.**
- Completed **Best in Class – II** Training on **Handling Objections and Negotiation Skills** in 2006.
- Completed **Effective Sales Territory Management** on Territory Management, Optimization of Sales Call and Pipeline Management in 2006.
- Attended **Shine Workshop on Change Management** in 2006.
- Attended **Planning &Organizing** training on **Strategic Planning.**
- **Completed Potential Revenue mapping training conducted by DHL Regional Office (Singapore).**

SKILLS ACQUIRED

- Sales Efficiency: Customer Management Activity Management, effective territory/area management, Pipeline management Time management, Sales MIS. Legal & Contract management.
- Sales Accounts Management & Development: Leveraging Location & Country Sales Strategy and Implementation of the Global Sales Process
- Best in Class Sales Management & Leadership.
- Certified International Manager/Certified International Forwarder/Certified International business Specialist

ACHIEVEMENTS

- Declared fastest growing sales cluster in term of Gross Profit for 2018/19.
- Managed the largest Customer and Revenue base of over INR 100Crores/Annum for DHL Express (I) Pvt Ltd.
- Consistently for last five year one of the team members is getting Outstanding Sales Person for the year and getting rewarded and facilitated by CEO Asia Pacific / Global.
- Till date 6 Team members have been declared OSP, the most coveted award in DHL Globally.
- Won **Outstanding Sales Person** of the Year for 2007 for self, Rewarded by CEO DHL Asia Pacific at Hanoi, Vietnam.
- Successfully handled a prestigious project for Ministry of Development of North Eastern Region and CII to show case NE Region at Bangkok in 2007.
- Consistent achiever of sales target, working as individual contributor and also with team.
- Increased the International sales by 250% in the assigned territory, Developed clients like Tata Steel, Tata Motors, McLeod Russell, Posco (I) Ltd , Jindal Stainless, Infosys, International Auto, JMT Auto, Institute of Physics, CIFA , Paradeep Phosphate Ltd,
- Successfully handled the transition of upcountry operations from AFL WIZ to BLUE DART for East & North East India.
- Developed 3PL major clients like, Ericsson,BharatShell, IndiaMetronics,& Nokiaetc.
- Successfully developed a new retail booking branch(Safexpress) at East of Kailash(New Delhi)

PERSONAL PROFILE

Marital Status : Married
Date of Birth : 15th July 1974.

(Gopal Krishna)
Place:

Date: