

Operations Manager - Kolkata

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Company: 2coms

Location: Kolkata

Category: Other-General

Exp : 8 + yrs Shift : Flexible with shift timings (US Shift)24 x 7 Should be Currently as AM / DM / Mngr- Minimum of 10+ years in Inside Sales carrying sales Manager role with proven achievement in meeting sales quota/Targets - Ability to establish and nurture strong internal and customer focused relationships and work seamlessly with Target led environment - Ability to establish and nurture strong internal and customer focused relationships and work seamlessly within a matrix led environment - Very strong Governance & Action planning is required to deliver or over deliver targets - Creating value for money for the customer & creating Business model to a revenue generating model for the customer to enhance investment in us - Excellent verbal communication skills and Presentation skills. - Bachelors degree - Responsible for customer success and revenue generation for the client and Organization - Excellent Customer Service acumen with upselling skills - Proven ability to lead, coach and mentor sales professionals - Strong communication skills and the ability to establish and maintain relationships - Results oriented, great teammate and a self-starter who is highly motivated to support others to succeed - Searches out potential new market opportunities and suggests products that would give entry to that market. - Must have Dialer/Outbound knowledge on campaign creation/Data analysis & understands Sales funnel for a successful delivery - Has prior experience of International market (Preferably USA) - Build the market strategy to generate higher revenue and locate the gaps in the market to open new channels for relevant products.

- Attrition Management & Performance Management end to end ownership and ensuring

target delivery - Must have knowledge & Proven record of PNL & Cost optimization with healthy financials with YOY growth - Should have sound knowledge on Sales processes & should possess Inside Sales capabilities in similar industry or competition. - Well versed with PPT, Excel, office and presentation skills - Front ending client expectations and able to create value add propositions for the customer through advanced planning and Technology (Well versed with the Technology & industry) - Manage all aspects of inside sales including ongoing customer communications, order fulfillment, lead generation, sales logistics and applicable sales process development. - Oversee all marketing communications programs.

- Customer experience driven with retention through advanced customer life cycle management - Ability to - Flexible with shift timings (US Shift) - A role model who demonstrates high standards of ethics and professionalism, aligned to Company values
Requirements Ops Mngr Benefits As per co norms
Graduation

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