

Manoj Kumawat

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Career Conspectus

- Over **7+ years** of experience in IT, Staffing Services, Website Development, Mobile Development, Custom Software Development, Staff Augmentation, AI, Cloud, and Data management to transform operations
- Expertise in **Business Operations, Business Development, Sales Management, Risk management, customer complaint resolutions**

Work experience

Nextday Software Solustion

Duration – Nov'20 till date

Designation: Business Development Manager

Location: Indore

Job Profile: Manage bbusiness ddevelopment with ooperations including sales management &IT cconsultant.

Roles and responsibilities:

- Market & Product Expertise
- Spearheaded market research and product category analysis to identify customer needs and optimize service offerings.
- Delivered tailored cloud solutions by aligning product strategies with market demands.
- Client Leadership
- Led end-to-end client engagement, ensuring seamless onboarding, project execution, and post-delivery support.
- Maintained a 95%+ client satisfaction rate through proactive communication and service excellence.
- Strategic Negotiation & Sales
- Negotiated high-value contracts and designed promotional plans to drive business growth.
- Introduced service innovations, contributing to a 30% year-over-year revenue increase.
- Cross-Team Collaboration
- Acted as a liaison between clients and internal teams, ensuring timely delivery of complex cloud and IT projects.
- Facilitated seamless communication to align technical deliverables with client expectations.
- Customer Relationship Management
- Built and nurtured long-term client relationships, enhancing customer retention through prompt issue resolution.
- Aligned cloud solutions with client needs to ensure sustained business partnerships.
- Financial & Analytical Insight
- Developed volume forecasts and strategic plans to optimize resource allocation and project profitability.
- Leveraged data-driven insights to enhance decision-making and financial performance.
- Operational Excellence
- Customized and implemented commercial guidelines across international markets to ensure compliance.
- Streamlined operations, improving efficiency and service delivery for global clients.
- Leadership & Mentorship
- Led and mentored a team of 80+ engineers, fostering professional growth and technical excellence.
- Provided continuous training to empower future technical leaders and strengthen team capabilities.
- Innovation & Problem-Solving
- Identified and resolved operational challenges proactively, enhancing service efficiency.
- Drove process improvements to optimize performance and client outcomes.
- Would you like any further refinements or additions?

Work experience	Dhakad Technosoft	Duration – Sep'16 till Oct'20
Designation: Business Development Executive Location: Indore Job Profile: Nurturing and growing long-term relationships with customers, constantly presenting them with tailored solutions and strategic plans that align with their objectives.		
Roles and responsibilities: <ul style="list-style-type: none"> Recruit, mentor, and lead a team of Business Development Executives, ensuring alignment with organizational goals and strategies. Set clear performance objectives, provide regular feedback, and support professional growth through coaching and training. Foster a culture of collaboration, accountability, and excellence within the team. Strategic Business Development Develop and execute a comprehensive business development strategy to achieve growth targets. Identify key markets, verticals, and customer segments for business expansion. Build and maintain strategic relationships with high-value clients, ensuring long-term partnerships. Sales Performance and Pipeline Management Monitor the team's sales pipeline to ensure consistent inflow and progress toward revenue targets. Oversee client proposals and negotiations to ensure alignment with the company's value proposition and margin expectations. Lead by example, actively engaging in high-impact customer interactions and supporting executives in closing complex deals. Market Insights and Stakeholder Collaboration Stay informed about market trends, competitor strategies, and industry innovations to drive informed decision-making. Collaborate with product, customer experience, and vertical teams to ensure client solutions are competitive and aligned with customer needs. Represent the organization at key industry events, trade shows, and forums to enhance visibility and credibility. 		
Education		
<ul style="list-style-type: none"> BSC- Bachelor of Engineering –2016 		
<ul style="list-style-type: none"> Higher Secondary (XII). - 2012 		
<ul style="list-style-type: none"> Senior Secondary (X)- 2010 		