

# 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 Solution

Duration – Nov'20 till date

**Designation:** Business Development Manager

**Location:** Indore

**Job Profile:** Manage business development with operations including sales management & IT consultant.

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