

Ishan Gautam

Business Development Manager, Account Management, SaaS Software Sales
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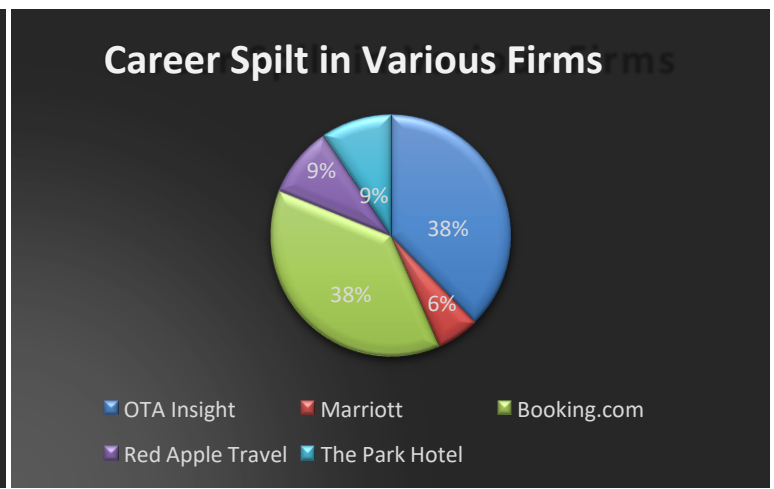
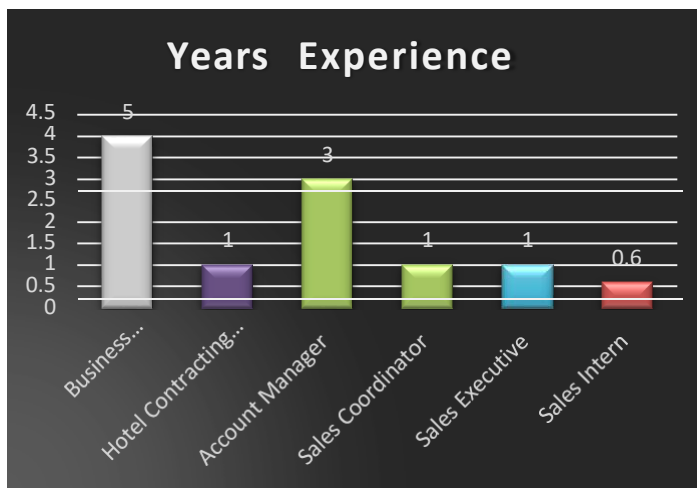
OBJECTIVE:



My career goal is to seek employment to compliment my abilities and also challenge me in a wide variety of tasks and functions. I would like to be part of a progressive, dynamic organization by working corporately for the advancement of both the company and I, with a focus on efficient and effective Sales & Marketing Management.



EXPERIENCE



Regional Sales Development Manager

Time Doctor

August 2020 – Present | Asia-Pacific



- New customer acquisition in relevant target segments and manage an effective and profitable pipeline by filtering and qualifying prospects.
- Respond to queries from potential and existing customers, communicate Finly's value proposition and negotiate deals successfully.
- Understand client needs, design appropriate solutions basis Finly's core competencies and negotiate deals to closure.
- Conceptualize and/or develop new product/service ideas in association with the product team to address market needs.
- Drive multiple channels & partnership to achieve quota and meet company financial goals.
- Increasing the value of current customers while attracting new ones.
- Finding and developing new markets and improving sales.
- Attending conferences, meetings, and industry events.
- Developing quotes and proposals for clients.
- Developing goals for the development team and business growth and ensuring they are met.
- Training personnel and helping team members develop their skills.

Business Development Manager

OTA Insight

September 2015 – June 2020 | Asia-Pacific, North-America



- Source potential client opportunities via cold calling, (cold) emailing campaigns and through interaction with professional industry network groups
- Build, organize and execute a business development plan to achieve business aims and sales targets.
- Utilize and develop innovative strategies to maximize results and win over challenging targets.
- Respond to all incoming product enquiries, referrals and leads in a timely and effective manner.
- Preparation of accurate quotes, development and presentation of proposals to clients in a professional and confident manner.
- Organization of online (WebEx webinar) or personal product demonstrations and advanced training sessions.
- Maintain accurate records of your business development activities on OTA Insight's CRM system.
- Achieve sales KPI's and targets.
- Sales to be finalized in a timely manner, with a focus being placed on being proactive.
- Maintain regular contact with prospective clients and new accounts.
- Continue to identify upgrade opportunities with the existing client base and generate new sales from these organizations.
- Contract negotiation as required, maintaining a balance between optimal service, value for the client and OTA Insight's profit margins.
- Ensure all documentation is complete post sales to set up trials, and to move the client to a subscription.
- Provide client feedback on products to the Product Development team so that products can be reviewed in line with the feedback.
- Attend meetings, (inter)national conferences and organize regional road shows as required
- Demonstrate commitment to the team, to ensure the team achieves its goals, objectives and SLA's.
- Adopt the relevant processes, procedures and policies to ensure a consistently high level of service is adhered to.
- Where necessary identify short falls in the process and procedures and suggest process improvement.

Hotel Contracting Manager

Red Apple Travel

September 2014 – August 2015 | Mumbai Based – Asia Market



- Identify key markets and the types of hotel products that would complement Red Apple's current product offerings and revenue growth.
- Grow net revenue in the market by producing business plans to achieve revenue goals, ensuring inventory levels exceed demand throughout the market, ensuring rate competitiveness, participating in weekly market review meetings, maintaining month's running inventory and rates, following up on all expiring contracts, analyzing weekly reports, negotiating and securing market deals and merchandising all deals on our sites.
- Initiate contract agreements and credit arrangements with suppliers
- Oversee coordination of contracts between Destination Management and suppliers
- Establish initial relationships with local tourism agency/organizations
- Attend supplier related travel shows • Host supplier presentations for destinations, Hotel Chain/Management Company Clusters and destination tourism agencies/organizations
- Maintain key accounts (e.g. Hotel Chains, Hotel Management Companies etc.) by conducting weekly competitive analysis for key markets, report findings and make adjustments; monitor, evaluate and report on individual accounts and markets progress toward weekly, monthly and annual targets, provide educational seminars, take advantage of merchandising/advertising feedback to top producing hotels, plan and execute market site visits as agreed with Regional Management meeting trip objectives and guidelines

Account Manager & Sales Coordinator

Booking.com

September 2011 – September 2014 | Mumbai & Gurgaon



- Research & Acquire new Hotel.
- Visit hotels in Specific tertiary markets in India.
- Managing hotel availability and supply within India.
- Perform account management services to the hotel partners in India.
- Inform hotels and advise on allotment, availability and supply.
- Liaison person for hotels to contact when they have questions.
- Providing hotels with information and advice by mail and email, including follow-ups.
- Follow up on cancellations and evaluations.
- Travelling meeting new and existing hotels etc.
- Promote the Booking.com BV brand name and its online reservation services to hotels.
- Responsible for area coverage.
- Inform hotels and advise on allotment, availability and supply.
- Rate checks and competitor checks.
- Liaison person for hotels to contact when they have questions.
- Accompany and train hotels on how to use Booking.com's extranet and rates & availability system.
- Support hotels with regards to Booking.com's system.
- Organize and coordinate Tourist Trade Fair visits to liaise with hotels.
- Check statistics in the control room and follow up.
- You will also need to be versatile and adapt quickly to the latest guidelines from Booking.com BV.

Sales Executive – National Sales

The Park Hotels

March 2011 – September 2011 | Chennai



- Brand Development of All the Park hotel in Chennai Corporate Market.
- Door to Door Sales and Networking with Key Stockholders in the Market.
- Cold Calling Prospective Travel Agent and Hotel Booking Executives in the Companies.
- Key Account Management and upselling from existing clients.
- Advertising and Demonstrating New Hotel Products.
- Event Sales and Banquets Execution to meet customers expectation.
- Revenue Management and Maintaining Ecommerce Platform for OTA's.
- Public Relations and Marketing Banner Design.

Sales Intern

Marriot Hotels

December 2006 – April 2007 | Hyderabad





EDUCATION

Bachelor's of Hotels Management :

[Osmania University](#)

2005 – 2008 – Hyderabad

Post Graduate Diploma in Management :

[MIT School of Business](#)

2009 – 2011 – Pune



LANGUAGES

English

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Hindi

?????

French

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Sales Skills & Additional Tools Experience



INTERCOM

LinkedIn
SALES NAVIGATOR

HubSpot



pendo



shopify



productboard