



RAJ KHANNA
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Leicester
LE8 9FE

PROFILE

A high achieving professional with extensive experience in sales, planning and customer service. A detail orientated and results driven team player, that believes in building long lasting relationships through open communication. Success stories of driving business growth & nurturing high performing teams.

CERTIFICATIONS

Certification 2020
Diploma Estate Agent
CPD Accredited

Dec 2018
Certified Scrum Master
Scrum Alliance

EDUCATION & TRAINING

2002 – 2006
BA (Hons) Business Administration & Marketing
Central Queensland University
Victoria, Australia

2000 – 2002
Diploma in Commerce
Deakin University
Victoria, Australia

WORK EXPERIENCE

Sep 2022 – Present

Customer Service Advisor

Next Plc, Leicester

- Responsible for providing exceptional customer service and handling complaints
- Providing accurate information (e.g. product features, pricing and after-sales services).
- Answer customers' queries about specific products/services.
- Cross-sell products.
- Stay up-to-date with new products/services

Jan 2022 – Jun 2022

Travelled to India

October 2021- Dec 2021

Property Estate Agent

Ashley Martin & co, London

- Responsible for registering new applicants and entering data in the real estate software.
- Responsible for documentation and viewing of the property.

May 2021-Aug 2021

Sales Account Manager- Publishing & Advertising

IPI Media, London

- Responsible for selling advertising and other marketing initiatives to a global clientele and presenting to mid to top level executives.
- Creating and maintaining a database of potential clients.

- Daily cold calling and pitching for new business with follow up calls and emails to ensure sales targets are met.
- Managed to bring on board 4 new clients in a very challenging environment where budgets were substantially cut due to the effects of the pandemic.

Feb 2021 - May 2021

Various Temporary Contracts

London

- Worked in the Hong Kong Trade Development Council on their CUS citrix system.
- Created company profiles on the system from the in house directories.
- Carried out detailed online research of company profiles and added the additional information to the database.
- Cold calling companies to gather more information and add to the database.
- Met daily targets given for data entry.

Aug 2020 – Nov 2020

Trainee Lettings Negotiator

Smartmove, London

- Responding to enquiries and carrying out viewings as well as property visits in advance.
- Preparing inventory and putting the advertisement for the property by taking property photos.
- Online portal management
- Dealing with clients in person and over the phone in a professional manner.
- Negotiated offers on properties and closing sales with all necessary paperwork and references.

Apr 2018 - Dec 2019

Independent Business Consultant – Real Estate Leasing & Sales

Self-Employed, Gurgaon, India

- Led marketing strategy & structured video enabled marketing collateral to lease commercial real estate at monthly rental of approx. £3000 per month.
- Assessed buyer requirements, carried out buyer walk through & completed all documentary formalities to liquidate commercial real estate worth £ 900k & residential real estate worth £600k.

Apr 2010 - Mar 2018

Marketing, Sales & Customer Relations Manager

Nenu Holdings Ltd, Gurgaon, India

- Built key client relationships & nurtured existing accounts to drive a compound annual growth of 24%. Added two new Norway & UK based accounts to drive sales growth of 14% plus annually.
- Collaborated with in house design team for development of new products & innovation; improved in house design selection hit rate by 15%.
- Planned business budgets to manage sales forecast of £1.2m.
- Negotiated commercial & pricing agreements & delivery timelines with vendors to improve product margin by 3-5%
- Represented the organization in international trade fairs in Dusseldorf, Copenhagen & Paris to increase sales by 5%
- Structured resource allocation strategy & aligned workforce expertise with work requirements to improve operating efficiency from 4 to 3 weeks.

Feb 2007 - Mar 2010

Actor & Assistant Director

Bollywood Period Drama, Mumbai, India

- Received professional training in acting from Namit Kishore Kapoor Acting School.
- Bagged my first acting role with a renowned Indian film director & worked alongside the biggest name in Indian film industry.

LANGUAGES

English & Hindi
Speak, Read, Write.

Punjabi
Speak