

M.E.S Maharshi

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Sales, Marketing & Operations Professional

Results-driven Sales and Operations Manager with 9+ years of experience in leading teams, maximising revenue, and driving business growth. Expertise in managing operations, customer service excellence, and process optimization. Proven track record in sales, team development, and business development across industries such as retail, healthcare, and financial services. Currently overseeing a 32-member team and managing Profit and Loss (P&L) responsibilities. Seeking to contribute by ensuring operational efficiency, enhancing client satisfaction, and driving revenue.

WORK EXPERIENCE

SHINEDOVE - The Gold & Co.

Hyderabad, Telangana • 11/2023 - 07/2025

The Gold & Co.

Sales Growth & Operations Manager

- Manage all aspects of operations, including revenue assurance, client service, and team management, while leading a 32-member team.
- Developed strategic initiatives that increased monthly revenue by 30% through targeted sales activities and client engagement programs.
- Oversee P&L performance, ensuring financial objectives are met while maintaining high standards in service delivery and operational efficiency.
- Conduct regular training sessions to enhance team members' skills in customer service, sales techniques, and compliance with company policies.
- Resolve client-related issues promptly, fostering a culture of customer satisfaction and ensuring adherence to company guidelines.

Wellness Hospitals

Hyderabad, Telangana • 11/2022 - 11/2023

Marketing Manager

- Developed and executed marketing strategies that boosted patient acquisition by 9% and strengthened the hospital's brand reputation.
- Conducted market research to align campaigns with industry trends and patient preferences, optimizing marketing ROI.
- Organized events and promotional activities to engage the community, leading to a 9% increase in service utilization.
- Collaborated with healthcare staff to ensure seamless delivery of services and customer satisfaction.

SHINEDOVE

Rajahmundry, Andhra Pradesh • 11/2018 - 10/2022

Operations Manager

- Led operational improvements that reduced costs by 15% and enhanced the efficiency of service delivery.
- Managed partnerships with NBFCs and retail stores, resulting in a 25% increase in customer retention for BNPL services.
- Implemented quality control measures across all service areas, maintaining high standards in customer service.
- Trained staff to deliver friendly, efficient service and ensure compliance with company procedures.

JFoods Delivery App

Rajahmundry, Andhra Pradesh • 08/2017 - 09/2018

Business Development Manager

- Achieved 30% growth in the restaurant network by driving business development efforts and building strong client relationships.
- Conducted strategic planning and executed marketing initiatives that increased app downloads by 22%.

- Managed day-to-day operations to ensure the efficient functioning of the business, maintaining high customer service standards.

Vijaya Water Purifiers

Rajahmundry, Andhra Pradesh • 01/2016 - 07/2017

Sales Team Lead

- Led a sales team to achieve and surpass sales targets for water purifiers by 12%, enhancing overall revenue.
- Provided exceptional customer service, resolving issues effectively to improve customer retention and satisfaction.
- Implemented training programs for new hires, focusing on product knowledge and sales skills.

EDUCATION

Bachelor of Commerce (B.Com)

GITAM University

Hyderabad, Telangana

CERTIFICATIONS

Sales and Marketing Fundamentals

Advanced Customer Service Techniques

Digital Marketing Certification

SKILLS

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|---------------------------------|-------------------------|-------------------|
| • Branding | • Financial Analysis | • Reporting |
| • Business Development | • Marketing Strategy | • Revenue Growth |
| • Client Experience Enhancement | • Operations Management | • Sales |
| • Customer Service Excellence | • Process Improvement | • Team Leadership |
| • Execution | • Quality Assurance | • Training |