



# Karthik Prakash

## Business Development Manager

Experienced as BDM with a proven track record of effectively managing and guiding high-performing teams towards successful project outcomes. Strong leadership abilities combined with excellent communication and problem-solving skills.

### Education

**B.Com**

Vivekanandha (2010 - 2013)

### Work Experiences

#### **Business Development Manager**

*Rapid Data (July 2023 - Present)*

- Developing and implementing team goals and strategies.
- Create project timelines, assign tasks, and coordinate resources
- Monitoring and reporting on team performance
- Manage risk and mitigate problems
- Develop and mentor team members

#### **Business Development Manager**

*Shreshtha Business Solution (Nov 2022 - June 2023)*

- Led a team in developing and executing Sales & Marketing
- Defined market opportunity and growth potential for new and existing products and services
- Negotiated and created sales contracts and proposals
- Grew a customer base by 20% through effective collaboration

#### **Customer Service Team**

*Groupon (Sep 2019 - March 2021)*

- Successfully handled a high volume of customer inquiries, averaging 80 email and chats per day, resulting in a 95% customer satisfaction rating
- Collaborated with cross-functional teams to identify and resolve complex customer issues, resulting in a 50% reduction in customer complaints

#### **Business Presentation Specialist**

*McKinsey & Company (Sep 2017 - April 2018)*

- Designed engaging and visually compelling presentations for high-profile clients, resulting in a 25% increase in audience engagement and positive feedback on presentation quality
- Collaborated closely with clients to understand their needs and objectives, resulting in customized presentations that effectively communicated key messages and exceeded expectations

#### **Operation Portfolio Specialist (Consultant)**

*TCS (July 2013 - July 2017)*

- Perform research and offer insights on market trends, consumer behavior, competitors
- Won a new Key Client with a contract worth of (\$37 MM) by proposing Market relevant Business strategies
- Retained contract (\$9 MM) of demanding/fragile client by mitigating the concerning issues and strengthening client relationship working onsite

### Contact

Phone Number

**+91 97907 62678**

Email ID

**itismekarthikofficial@gmail.com**

Address

**Chennai**

### Skills

- **AI integration for management**
- Business development tools
- Excel / PowerPoint Expert
- Leadership qualities such as:
- Conflict resolution
- Effective communicator
- Team building
- Decision making
- Strong analytical thinking
- Problem solving
- Coaching & mentoring
- Flexibility/Adaptability
- Efficient Time Management
- Finding the right talent
- Cultural sensitivity

### Course in leadership

- Leadership Essentials by Dale Carnegie Training
- The Complete Leadership Development Course
- Leadership Development for Managers by Udemy