

# Prathamesh N Nageshkar

Result-oriented dynamic professional with almost 8 years of combined experience in various fields spanning Capital goods, Security surveillance, Logistics, Aviation, Aerospace and Customer relationship management. Sound experience in handling quality products by attaining profits and reporting to senior management. Passionate to learn on business development and sales points tools with a continuous focused approach thereby assisting company in achieving developmental goals.



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Present: D-205, God's Gift Chs,  
NM joshi marg, Lower Parel  
(West), Mumbai - 400013



Permanent: X/105, Shree Swami  
Samarth Chs, Patankar Park,  
Nallasopara (West), Thane - 401203.

## SKILLS

Customer Follow-Up

Presentation

Sales Support

Networking

Business Development

Internet Research Skill

MS Office

Adaptability

Negotiation

Vendor Management

Multitasker

Self-starter

Project Co-ordination

Decision Making

## WORK EXPERIENCE

### Business Development/Sales Manager

Avdel (India) Pvt. Ltd.

01/2020 – Present

Mumbai, India

Distributor for Aerospace products & Aviation services

#### Responsibilities/Tasks

- Maintaining records of inquiries received, quotations provided, follow-ups, order entry, visit reports, customer wise inquiries recording, supplier/ Vendor management by maintaining contract performance levels, quote to order ratio by achieving specific product category and customer wise targets.
- Taking spontaneous actions with internal team on daily basis for ensuring submission of competitive pricing and finalize negotiations with customer to achieve the yearly profit & goals.
- Performed & coordinated sales of Aircraft Interior products, advanced composites & Tools, hardware, spares and consumables as per the requirements to customers.
- Manage/supervise marketing and selling activities for Air Charters/MRO companies and penetrate the market to secure new sources of revenue attracting new clients in the industry.
- Collaborate & build relationship with new Air charter Companies to work jointly to garner new revenue streams in private aviation industry.
- Identify, Scout and Target new set of HNI's and CIPs for Corporate, leisure travel promoting concept of Private Aviation generating new revenue streams. Maintain and record data of same to carry out future activities eyed for growth.
- Manage & build relationship by visits to customers across Mumbai region like airlines and NSOP's Air India, Go Air, Raymond Aviation, Mahindra, Interior refurbishment centers & MRO's such as Air works, Epsilon, Max MRO, United Helicharters. Co-ordinated with Aerospace manufacturing companies like HAL, Collins & NAL for promoting company products and services.

### Senior Logistics Concierge

Scootsy Logistics Pvt Ltd

04/2016 – 01/2020

Mumbai, India

Logistics Service Provider based in Mumbai

#### Responsibilities/Tasks

- Dealing with HNI clients, Exclusive vendors, Accounts department and cashiers for smooth Functioning of business.
- Managing Merchant helpdesk for Payment gateways viz. Paytm, Citrus, PayU, Simpl Pay, Lazy Pay Later, Mobikwik, Zaakpay, Google pay, UPI payments and Company Pay Later Services.
- Ensuring payment errors of clients are successfully addressed and marking an entry of same in CMS/CRM system of company.
- Managing payment/refund queries of clients over phone/email. Coordinating with Payment gateways for successful resolution on customer queries regarding refund or payment
- Detecting and working on fraudulent transactions reported on Merchant payment panel and highlight same to Authority. Escalating fraudulent PG rejected transactions to respective PG for successful resolution of same.
- Provide client with refund initiation details viz. transaction id, bank transaction number, Refund reference number (RRN) or acquirer reference number (ARN). Resolve Payment/Refund related disputes by assisting clients with RRN/ARN details in coordination with respective PG, Accounts and Technical team.
- Resolve Spillage cases wherein loss for the company is incurred. Work on Spillage cases forwarded by the cashier on daily basis and providing resolution on same.
- Submit weekly/monthly reports of Payments, Refund & Spillage data to Accounts team. Publish reason specific accounted financial report on monthly and quarterly basis to respective RM and Accounts.

## SKILLS

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Verbal and Written Communication

Self-Motivated

Assertive

Decision Making

Problem Solving

Time Management

Teamwork

## Sales Support & Business Development Executive

### DB Evolution

09/2014 – 02/2016

Mumbai, India

Dealership for Zicom India

#### Responsibilities/Tasks

- Sales support, maintenance, lead generation, payment collections of Electronic security and Surveillance systems.
- Maintaining inquiries, orders, follow-ups through Potential Customer Record (PCR) by gathering & assessing information from the customer at periodic intervals.
- Managing payments collection process of clients for services used on quarterly basis. Generation and mailing of invoice and Ledger copies to clients for billing of services used on quarterly basis.
- Maintaining user records and payment entries on Tally and assisting clients with Ledger/Invoice copies. Assisting client with payment queries related to invoice and ledger copies.
- Coordinating with Field Engineers to address customer complaints and issue regarding payment for invoices generated. Maintain user data for complaints and forward to concern area field person for resolving same.
- Worked on Campaign termed MYCS targeting large clients and RSD for household clients to generate new revenue streams for the company.
- Compile PCR data and forward it to concern MIS for further line of Action.

## LANGUAGES

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English

Hindi

Marathi

Konkani

### Trainee Executive

#### Bharati Engineers

2011 – 2012

Mumbai, India

Supply of Extinguishers

#### Responsibilities/Tasks

- Supervise and Sales support of extinguisher products and control systems.
- Identify and Target new clients in various industry wherein product could be used. Managing daily production of Fire extinguishers manufactured through various process stages and handling dispatch.
- Coordinating with Sales team, communicating relevant information, ensuring adequacy of related equipment or material.

## CERTIFICATES & TRAINING

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Master Diploma in Primavera from CADD center Mumbai in the year 2013-14.

Basic Microsoft Office proficiency

Completed training course in PLC automation

## INTERESTS

Music streaming

Playing Football & Tennis

Reading

Watching Documentaries

Long Walks

Cycling

## EDUCATION

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Passed SSC from St. Francis High School Affiliated to Maharashtra Board securing Distinction.  
Year - 2007.

Diploma in **MECHANICAL** engineering from Maharashtra State Board of Technical Education  
2007 – 2010 (MSBTE)

- Aggregate Performance – Distinction

## ACHIEVEMENTS

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Rewarded by Management for All-rounder performance at Scootsy Logisitics Pvt Ltd. for executing multiple tasks.

Lead team over sales support at DB evolution ensuring highest payment collection targets for the quarter.

Football team secured first place, held in connection with Sports day at College fest.