

Amit Odedra

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Profile

Management/Business Development

Accomplished manager with a proven track record in travel, telecommunications, finance and sales. Driven by growth and exceeding expectations. I am meticulous in approach and have great people skills. Confident communicator with the ability to sell, persuade and negotiate. Creative, innovative and brave enough to test new ideas or approaches. Professionally I am willing to be held accountable for my actions and decisions.

Experience

Blacklane GmbH, Berlin, Germany - Partner Manager

January 2019 - June 2022

Leading a team acting as the face of Blacklane to their suppliers.

- Manage and Improve the supply, quality and engagement from our external partners (professional chauffeurs).
- Offer suppliers guidance on how to best improve their business with Blacklane and stay close to their concerns and suggestions on how we can improve the experience for them.
- Respond to market conditions to set fair pricing.
- Handle escalated support issues and complaints.
- Guide and train team members
- Liaise with other departments to ensure a smooth and consistent flow of communication, internally and externally.

BT Plc, Leicester, UK — Call Centre Manager (CCM)

August 2014 - January 2017

Day to day running of a vibrant call centre in the heart of the city.

- Delivering on KPI's along with other quotas. Preparing reports and recording statistics
- Training and motivating staff to provide a high quality of customer service. Regular meetings with upper and lower management to ensure a smooth flow of communication.

- Dealing with disciplinary and appraisals.
- Taking ownership of the recruitment process.
- Leading the centre through new product launches and structural changes.
- Dealing with high level complaints.

DWP Home Finance Ltd, Leicester, UK – Business Development Manager

November 2011 - June 2014

I was entrusted to drive sales and modernise the business. The firm specialised in residential finance products.

- Implementation of two new revenue streams for the company.
 1. Selling b2b insurance, the firm had the ability to sell insurance products commercially but had zero business clients. I approached and established relationships with accountants offering them a percentage of our commission in return for referrals. I became effective at self generating leads.
 2. Increasing call centre sales conversion rates from 2% to 8%. By purchasing data sets where people had donated money to a certain charity, to incite prospective clients we would offer a percentage of our commission to their favoured charity.
- Modernising the firm by Utilising a new CRM system and setting up an online presence.
- Management of sales staff; disciplinaries, appraisals and performance reviews.
- Providing sales and software training to staff.
- Attend regular business networking meetings to generate new business.
- Heavy involvement in the recruitment process of sales staff.

Education

- **University of Warwick, Coventry – Chemistry Bsc**
2007 - 2010
- **Gateway sixth form college, Leicester – Chemistry, Biology, Physics at A Level**
2005 - 2007