



# ROHAN MITHANI | +10 years of experience Business-Minded Growth Leader

## Contact Details:

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### Proven success in:

- Business-Minded Growth Leader
- Sales Management
- Revenue Generation
- Strategic Planning & Support
- Customer Service Management
- HR Management
- Customer Information Administration
- Productivity Management
- Leadership Qualities

## PROFILE SUMMARY

### BRANDS ASSOCIATED WITH:



*Targeting new heights of success as with integrity, hard work & dedication and leaving a mark of excellence on every step with a company providing continuous learning and development opportunities in a fast-paced and continuously evolving environment*

- An ingenious and steadfast performer, accomplished C-Suite Executive possessing verified proficiency of over ten years in managing gamut activities such as Customer Information Administrator, Sales Operation, & operation administration.
- Fuelled business strengths through crucial transformation initiatives, steered innovations across platforms and designed powerful strategies to take on challenges & reach profit goals—excellent knowledge in driving Strategic HR management initiatives to realize bottom-line results.
- Expert in delivering internal Support to the marketing team to enhance efficiency, productivity & profitability.
- People's Leader built high-performance teams from scratch, identified top talents, transformed business units & broad leveraged competence in managing resources & ensured a competitive Positioning

## WORK EXPERIENCE

### Feb 2020-present with Amipharma Laboratories co. Ltd as administrator & data analyst executive

*Company overview:* Amipharma Laboratories Ltd is a private family-owned pharmaceutical leading company, developing and manufacturing a wide range of pharmaceutical products that comply with "High Quality Products at Affordable Prices", emphasizing the principles of Amipharma in improving healthcare for Sudan and neighbouring countries.

### Key Deliverables:

#### Strategic Planning and Support:

- Developing strategies and providing information regarding detailed procedures.

#### Data processing and Analysing:

- Accountable for collecting & interpreting data; conducting the data processing and analyzing at the micro level to know the challenge & how to overcome. Carrying out the course correction along with newer idea proposal to management

#### Business Expansion:

- Contributing to exceeding revenue objectives and achieving key measurable results. Developing new business opportunities to augmenting volume and maximizing profit. Generating new business leads by using the effective methodology.

#### Team Management:

- Mentoring, coaching, motivating, & driving for desired business and operations results and building sustainability.

### MAY 2017 – Jan 2020 with Zydus Cadila Healthcare Co. Ltd (Khartoum - Sudan) as Operation executive

*Company Overview:* Zydus Cadila, a leading Indian Pharmaceutical company is a fully integrated, global healthcare provider. With in-depth domain expertise in the field of healthcare, it has strong capabilities across the pharmaceutical value chain.

### Key Deliverables:

- Accountable for the RSP (Role Sales Planning) and following up with HO (Head Office), India; ensuring PFI (Performa Invoice) approval with regulatory team & updating the tracker to send to HO (Head Office) in coordination with the country manager.

- Shouldered with the overall accountability of verifying & approving team expenses, and maintaining monthly expense record.
- Maintained stocks tracker sheet (commercial, Bonus, Expiry, Gift inputs & samples); developed monthly reports of prior sales & secondary sales; successfully managed HR payroll in coordination with Country Manager.
- Carried out the various reservation/liaison work; any other assignment given by Country Manager.

### Sep 2010 – April 2017 with Dalgrou (Division of Sayga Investment Co. Ltd)

**Company Overview:** Sudan's Largest and Most Diversified Conglomerate that operates across many business sectors (Food & Beverages, Agriculture, Earthmoving, Real Estate, Energy, Mining, Automotive, Healthcare & Education) with each business playing a leading role in its field to international standard underpinned by strong, clear business principles and ethical values.

#### **Succession Path:**

Jan 2015 – April 2017: Sales Operation

Jan 2014 – Dec 2014: Customer Service Representative 24/7

Sep 2010 – Dec 2013: Customer Information Administrator

#### **Key Deliverables:**

##### *Sales Operation*

- Entrusted with the overall accountability of achieving goals by managing operations, formulating policies, managing daily operations. Explored business potential and opportunities to secure profitable business volumes.
- Delivered data and reports upon request to help the sales team.
- Produced new revenue by researching and analyzing potential prospects and sales options.
- Managed the correspondence between the sales team and their clients—scrutinized customer accounts.

##### *Customer Service Representative 24/7*

- Accountable for receiving complaints from customer & agents; opened tickets regarding complaints of Maintenance/Defect from Customers & Agents; registered people for bakery development centre.
- Listened to customers' questions and concerns and provided answers or responses.
- Built and maintained long-term relationships with current clients and their management teams by providing information, guidance, and Support; recommended service, profit improvements and new opportunities.

##### *Customer Information Administrator*

- Accountable for logging all data/information of Bakeries all over Sudan in the system to ensure a consistent flow of information from the market. Produced weekly & monthly report as per requested.
- Managed daily sales & consumption of Pastry Labs all over Sudan and kept a track of received & not received data
- Carried out the additional work at Call Center and accountable for receiving complaints from customers & agents; opening ticket regarding complains/maintenance from customers & agents.

## **EDUCATION**

- Bachelors, Bayan College for Science & Technology, 2010
- Master in Information Technology, open university of Sudan, 2015

**Project:** Hospital Management Systems (HMS)

#### **Training Records**

- Metro trading Company for Enterprises as Sales & Data Entry (trainee)| Jan 2010 – Aug 2010
- CITA for Services Information & Investment Co. Ltd as trainee| Sep 2009 – Dec 2009

#### **Training and Certifications:**

- MS Office
- Fundamentals in Networking & Security
- CCNA
- Quick Books
- Computer skills:
- Well versed with Microsoft Office.

## **PERSONAL SNIPPETS**

Date of Birth: 15th April 1987  
Linguistic Abilities: English, Arabic, Gujarati, and Hindi

*-References and other documents available upon request*