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FALCON ID # 17608

Telecommunication / Business Development Manager

Residential Country : India Nationality : India
Resume Title : Business Development Executive Notice Period : 30 Days

EDUCATION

Qualification	Institute / College /university	Year	Country
Mca/pgdca	Ulyanovsk State University	0000	India
B.a	Ugc Recognisedcmj University.	0000	India
Xiith	Rk College	0000	India
Xth	Asmita English Vidyalaya Jogeshwari East	0000	India

CAREER SUMMARY

Position	Employer	Country	From Month/ Year	To Month/ Year
Senior Sales Executive	Shakti Telecom For Dsa Of Airtel	India	10/2013	/
Network Quality Engineer	Bharti Airtel Ltd	India	08/2010	10/2013
Tsg Lead	Nokia Siemens Ltd	India	07/2009	07/2010
Customer Service Executive	Reliance Bpo	India	01/2008	06/2009

ADDITIONAL CERTIFICATE AND TECHNICAL QUALIFICATION

Name Of The Course	Course Date	Valid Upto	Name Of Organisation
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Current Salary
(Monthly In Usd):

Not Mention

Expected Salary
(Monthly In Usd):

Not Mention

Additional Skills :

- Prospecting for new customers through existing leads and cold calling and maximizing lead generation
- Timely execution of all sales activities – leads, campaigns, referrals & any self generated leads
- Attend relevant industry and partner conferences, tradeshow and networking events
- Highest levels of controls and compliance to be adhered to and ensuring appropriate sales processes are followed
- Arranged client demonstrations.
- Maintaining strong relationship with Dealers & Customers
- Provided customers with competitive quotations
- Communicate new products to potential clients
- Engage with prospective leads through phone calls, emails, chats and work towards converting them into customers.
- Meeting weekly with B2B & B2C Customers for new business.
- Fortnightly, Monthly & Quarterly reviews with Client and Corporate team on the performance of network related complaints
- Ensuring Service Delivery as per the contractual agreement with client
- Ensuring correct & complete Resource utilization with continuous skill set upgrade to the team members
- Ensuring that all gaps/risks/issues/cross functional dependencies associated with customer Complaints are been identified and communicated to all stakeholders.
- Creating reports for senior management as a summary for day to day activities which enables them to understand.
- Single point of contact for HNI & VIP customers Complaint issues.
- Supervise the assigned team of 15-18 Agents responsible for technical support
- From joining I have been able to bring down customer complaints from the pendency level of 3000 to the level of 600 open Complaints per month in Mumbai Circle.
- Writing detailed network complaint forecast report for senior company managers
- Reduced costs by merging software technologies through different departments.

ALL INQUIRIES, PROBLEMS, COMPLAINTS ABOUT RELIANCE INDIA MOBILE SOLVES ON THE SPOT.

Additional Information :

In my journey so far in the field of customer service and satisfaction have had the privileged to be associated and enhance my skills with world class organizations. service is my passion and as a telecom professional i believe "What we sell is the product, what the customer buys is the service" My 4 years of rich experience in the field of Customer Service Delivery, Contact Centre Operations, Analysis, Sales helps me walk the extra mile to bring smiles & joy to the lives of my customers, my team and to my organization.

EDUCATIONAL QUALIFICATION:-

- First Class International MBA from Ulyanovsk State University, Russia Conducted by Jaro Education & Welinkar Institute of Management Development & Research in Marketing .
- BA first Class from UGC recognised CMJ University.
- 12th From RK College.
- 10th From Asmita English Vidyalaya Jogeshwari East

COMPUTER PROFICIENCY:

- MS-Office: MS-Word, MS-Excel, MS-Power point
- Operating System: Windows, Dos
- V LOOK UP, H LOOK UP, PIVOT CHART, PIVOT TABLE, SHORTCUT KEYS, FUNCTION KEYS and ABLE TO HANDLE BULK DATA ON EXCEL
- Worked in live applications like iCRM, eCRM, Putti, Mapinfo, Googleearth, GoogleHangout.