

# **CURRICULAM VITAE**

## **OBJECTIVE**

Goal-focused individual seeking a leadership role with a thriving, growing company to apply management, leadership and motivational skills when overseeing a team of professionals and working toward a common goal to increase productivity.

## **PERSONAL DETAILS**

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**Address:** Borim, Ponda- Goa

**Date of Birth:** 9<sup>th</sup> September 1997

## **EDUCATIONAL DETAILS**

**S.S.C** – Shree Mahalaxmi English High School, Talaulim (2012)

**H.S.S.C** – Swami Vivekanand VM's Higher Secondary School, Borim (2015)

**Bachelor's of Science** – Parvatibai Chowgule College of Science & Arts Autonomous, Margao- Botany (2018)

**Advance Diploma in Computer Application** – Digicom Training Academy, Margao (2018)

## **WORK EXPERIENCE**

### **Tele Caller – Member of Parliament, Elections of GOA (2018)**

- ❖ Excellent verbal communication skills: ability to effectively communicate and engage with customers over the phone, ensuring clear and concise conversations.
- ❖ Customer service expertise: experience in providing exceptional customer service, addressing inquiries, resolving issues, and maintaining customer satisfaction.
- ❖ Sales and upselling proficiency: meeting sales targets, upselling products or services, and converting leads into customers.
- ❖ Active listening skills: ability to actively listen to customer needs, concerns, and feedback, ensuring a personalized and tailored approach to each call.
- ❖ Problem-solving abilities: aptitude for quickly identifying and resolving customer problems, finding appropriate solutions, and escalating issues when necessary.
- ❖ Time management and multitasking: capability to handle a high volume of calls, manage multiple tasks simultaneously, and meet performance metrics within a fast-paced environment.
- ❖ Technical proficiency: familiarity with call centre software, CRM systems, and other telecommunication tools or platforms.
- ❖ Team collaboration: experience working collaboratively with team members, sharing knowledge, and contributing to a positive team environment.

### **Gate Supervisor – Indian Super League, Paytm (2019)**

- ❖ Security and safety protocols: knowledge of security procedures and ability to enforce them to ensure the safety of personnel and property.
- ❖ Leadership and supervision: experience in supervising and managing a team, including assigning duties, providing guidance, and ensuring adherence to protocols.
- ❖ Attention to detail: ability to thoroughly check and verify identification, documentation, and cargo to maintain security standards and prevent unauthorized access.
- ❖ Conflict resolution: skills in handling difficult situations and resolving conflicts with professionalism and diplomacy, ensuring a calm and secure environment.
- ❖ Communication skills: ability to effectively communicate with team members, visitors, and other stakeholders, both verbally and in writing.
- ❖ Emergency response: experience in emergency response procedures, such as evacuations, first aid, or incident reporting.
- ❖ Record keeping and documentation: ability to maintain accurate records, complete necessary paperwork, and generate reports as required.
- ❖ Customer service: interacting with the public, customer service skills, including providing assistance, answering inquiries, and addressing concerns in a friendly and professional manner.

### **Supervisor of Census Survey – 7<sup>th</sup> Economic Census, Ministry of Statistics and Programme Implementation Govt. of India (2020)**

- ❖ Team management: ability to lead and supervise a team of census surveyors, ensuring their productivity, adherence to protocols, and timely completion of assigned tasks.
- ❖ Training and guidance: experience in providing comprehensive training to surveyors, ensuring they have a clear understanding of survey procedures, data collection techniques, and privacy protocols.
- ❖ Quality control: skills in conducting regular quality checks on survey data to ensure accuracy, completeness, and consistency, and providing feedback and guidance to surveyors for improvement.
- ❖ Problem-solving: ability to identify and address issues or challenges during the survey process, such as difficult respondents, data discrepancies, or logistical hurdles.
- ❖ Data management: proficiency in managing and organizing survey data, including data entry, verification, and confidentiality protocols.
- ❖ Communication skills: ability to effectively communicate with surveyors, stakeholders, and respondents, ensuring clear instructions, answering inquiries, and addressing concerns.
- ❖ Reporting and documentation: experience in generating reports, documenting survey findings, and presenting data to higher-level management or relevant authorities.
- ❖ Time management: ability to prioritize tasks, meet deadlines, and ensure efficient allocation of resources to maximize survey coverage.

### **Supervisor of Oximeter Campaign – Political Party (2020, Covid Period)**

- ❖ Campaign coordination: ability to effectively coordinate and oversee the entire oximeter campaign, including planning, logistics, and execution.
- ❖ Team management: experience in leading and supervising a team of campaign staff, ensuring their productivity, motivation, and adherence to campaign goals.
- ❖ Training and guidance: skills in providing comprehensive training to campaign staff, ensuring they have a clear understanding of the campaign objectives, messaging, and target audience.
- ❖ Outreach and engagement: ability to develop and implement strategies to reach the target audience, engage with communities, and promote the importance of using oximeters for health monitoring.
- ❖ Data collection and analysis: proficiency in managing and analysing campaign data, including tracking outreach efforts, monitoring campaign effectiveness, and generating reports.
- ❖ Collaboration and partnerships: experience in building and maintaining relationships with relevant stakeholders, such as healthcare organizations, community leaders, and local authorities, to enhance campaign reach and impact.
- ❖ Communication skills: ability to effectively communicate campaign goals, messages, and updates to team members, stakeholders, and the public through various channels, including social media, presentations, and community events.

### **Assembly Manager – Shiroda Constituency, Political Party (2021-22)**

- ❖ Production management: experience in overseeing assembly operations, ensuring efficient production processes, meeting production targets, and maintaining quality standards.
- ❖ Team leadership: ability to lead and motivate assembly teams, providing guidance, training, and support to optimize productivity and achieve operational goals.
- ❖ Process improvement: skills in identifying opportunities for process optimization, implementing lean manufacturing principles, and driving continuous improvement initiatives to enhance efficiency and reduce costs.
- ❖ Resource allocation: ability to effectively allocate resources, including manpower, equipment, and materials, to meet production demands and maximize operational efficiency.
- ❖ Inventory management: proficiency in managing inventory levels, monitoring stock levels, and coordinating with procurement teams to ensure timely availability of materials for assembly.
- ❖ Communication and collaboration: strong communication skills and ability to collaborate with cross-functional teams, including logistics, and quality assurance, to streamline assembly processes and resolve any issues that arise.

### **US IT Recruiter – Invicta eSolutions Pvt Ltd., Margao (April to October 2022)**

- ❖ Candidate sourcing: ability to effectively source and identify qualified candidates for IT positions using various channels, such as job boards, social media, and networking.
- ❖ Screening and interviewing: experience in conducting thorough screenings and interviews to assess candidates' technical skills, experience, and cultural fit for IT roles.
- ❖ Applicant tracking system (ATS) management: proficient in utilizing ATS software to track candidate progress, manage resumes, and streamline the recruitment process.
- ❖ Job posting and advertisement: skills in creating compelling job postings and advertisements to attract top IT talent, ensuring the use of relevant keywords and effective marketing techniques.
- ❖ Relationship building: ability to build strong relationships with candidates, hiring managers, and internal stakeholders, maintaining open lines of communication and providing exceptional candidate experience.
- ❖ Negotiation and offer management: expertise in negotiating job offers, including salary, benefits, and other terms, while ensuring alignment between candidate expectations and company requirements.
- ❖ Market research: knowledge of the IT industry and current market trends, allowing to provide valuable insights and guidance to hiring managers and candidates.
- ❖ Compliance and documentation: attention to detail in ensuring compliance with legal and company policies, maintaining accurate candidate records, and managing necessary documentation throughout the recruitment process.

### **OPT Recruiter – Veracity Pvt Ltd- WFH (December 2022 to April 2023)**

- ❖ OPT program expertise: in-depth knowledge and understanding of the Optional Practical Training (OPT) program for international students in the United States.
- ❖ Candidate sourcing: ability to effectively source and identify qualified candidates who are on OPT status, utilizing various channels such as job boards, university career centres, and networking events.
- ❖ Screening and interviewing: experience in conducting thorough screenings and interviews to assess candidates' skills, qualifications, and eligibility for OPT positions.
- ❖ Visa regulations and compliance: understanding of visa regulations and compliance requirements related to OPT, ensuring candidates meet the necessary criteria and documentation.
- ❖ Employer relationship building: ability to build strong relationships with employers who are interested in hiring OPT candidates, understanding their hiring needs, and effectively matching them with suitable candidates.
- ❖ OPT program administration: proficient in managing the administrative aspects of the OPT program, including tracking and reporting on OPT candidate progress, maintaining accurate records, and ensuring compliance with program guidelines.
- ❖ Networking and industry knowledge: involvement in professional networks and staying up-to-date with industry trends and changes in immigration policies that may impact OPT candidates.

### **Business Development Manager – Cognicise Pvt Ltd, Margao(May to August 2023)**

- ❖ Market research and analysis: ability to conduct thorough market research to identify potential customers, market trends, and competitors in the Australian market for hot water systems and energy-efficient lights.
- ❖ Sales and lead generation: experience in generating leads, building a robust sales pipeline, and effectively converting leads into customers by showcasing the benefits and cost savings of energy-efficient solutions.
- ❖ Client relationship management: skills in building and maintaining strong relationships with clients, understanding their needs, and providing tailored solutions to meet their requirements.
- ❖ Product knowledge: in-depth knowledge of hot water systems and energy-efficient lighting technologies, including their features, benefits, and energy-saving capabilities.
- ❖ Proposal development and negotiation: ability to develop persuasive proposals and presentations that highlight the value proposition of products, and negotiate contracts and pricing terms with clients.
- ❖ Industry networking: involvement in industry events, trade shows, and networking opportunities to expand your professional network, establish partnerships, and stay updated on the latest developments in the energy-efficient solutions sector.
- ❖ Achievements and targets: specific sales targets met or exceeded, successful product launches, or significant revenue growth achieved during tenure as a Business Development Manager.

### **Business Development Manager – Real Budget Growth Ltd., Panjim (Present)**

- ❖ Market research and analysis: ability to conduct thorough market research and analysis to identify potential opportunities, market trends, and competitors in the real estate industry.
- ❖ Lead generation and conversion: experience in generating leads, building a strong pipeline, and effectively converting leads into clients by identifying and capitalizing on potential business opportunities.
- ❖ Client relationship management: skills in building and maintaining strong relationships with clients, understanding their needs, and providing tailored solutions to meet their requirements in the real estate market.
- ❖ Negotiation and deal closing: expertise in negotiating contracts, pricing terms, and closing deals, ability to secure profitable partnerships and achieve sales targets.
- ❖ Networking and relationship building: involvement in networking events, industry conferences, and building a strong professional network to expand business connections and generate referrals.
- ❖ Real estate market knowledge: in-depth knowledge of the real estate market, including property types, market trends, pricing, and regulations, to effectively advise clients and identify investment opportunities.
- ❖ Team collaboration: experience in collaborating with cross-functional teams, such as marketing, legal, and operations, to ensure seamless delivery of services and maximize business growth.

### **Freelancer – Tutor**

- ❖ Expertise in teaching- Physics, Maths, Science, English & History Subjects.
- ❖ Experience with taking classes of std 5<sup>th</sup> to std 10<sup>th</sup>.
- ❖ Capability of teaching & handling 30+ students at once.
- ❖ Unique and different ways of teaching students to making them understand.

### **Skills:**

Managing a team, planning and making things work on the field, good in knowing various IT related processes, recruiting and screening, sourcing of various applications, handling any kind of situations in a positive way, acting, net surfing, photography, fashion show choreographer, vlogging, planting, writing, basketball, volleyball, gyming, etc.

### **DECLARATION:**

"I hereby declare that all the information provided in this resume is true, complete, and accurate to the best of my knowledge."

*Akshay Sinai Borkar*