 **Dhanraj Suryavanshi**

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**Objective**

A self-starter with excellent communication skills having around 10 years of qualitative experience in Customer Service ,sales, Collections , marketing and business development in the Indian and UAE markets.

**Experience**

**Ras al khaimah Bank U.A.E ( *Jan 2017 – Dec 2017)***

Sales Executive

❖ Able to quickly gain extensive knowledge of a company products and services.

❖ Following sales strategy directed by the management and achieving monthly targets .

❖ Build a harmonious relationship with bulk consumers and corporate accounts of various

Companies .

❖ Businesses prospecting of complete range of products.

❖ Adaptive to change and ability to multi-task.

❖ Designing and conducting pre-sales presentations to prospective clients.

❖ Excellent after sales service ensuring the customer has had a good experience.

**ADCB Bank Dubai , U.A.E ( *June 2015 – Mar 2016)***

Customer relationship officer

**Sales & Service Operations**

❖ Following sales strategy directed by the management and achieving monthly targets.

❖ Work for 5% territorial growth/development for increasing sales volumes every quarter.

❖ Identify and explore new markets and tap profitable business opportunities for business

development across UAE Client Servicing /Relationship Management.

❖ Businesses prospecting of complete range of products.

❖ Designing and conducting pre-sales presentations to prospective clients.

❖ Devise strategies through effective customer centric services for retention of client’s

references.

❖ Build a harmonious relationship with bulk consumers and corporate accounts .

**Derby Group of Companies** , **U.A.E ( *Sep 2013 – Jan 2015)***

❖ Used to work as outdoor sales Executive for Derby Consulting.

❖ Willing to approach customers and able to close a sale.

❖ Having team meeting and sharing best practice ideas with colleagues.

❖ Adherence to all Company policies and procedures.

❖ Excellent after sales service ensuring the customer has had a good experience.

❖ Building a great rapport with customers.

❖ Matching the customer’s needs to the right product.

❖ Able to quickly gain extensive knowledge of a company products and services.

❖ Committed to promoting high quality standards at all times.

❖ Adaptive to change and ability to multi-task.

❖ Able to work as part of a team and in a busy environment.

❖ Maintaining the company’s data and going out door to meet the Customers.

❖ Negotiating with potential sellers and also buyers.

**24/7 Hyderabad, India ( *Jan 2012 – Mar 2013 )***

Senior Sales Executive

❖ Assist customers with returns, purchasing Dish Network plans and service packages.

❖ Handle customer inquiries, complaints, billing questions and payment extension/service

requests.

❖ Calm angry callers, repair trust, locate resources for problem resolution and design

best-option solutions.

❖ Interface daily with internal partners in accounting, field services, new business,

operations and consumer affairs.

❖ Scheduling in-home services via online interface.

❖ Answer telephone inquiries from customers and stores regarding the status of units and

Other service issues.

❖ Assist with new employee training including process policies, services, financing options

and register operations.

❖ Perform filing, data management, drafting and editing short office memos .

**Genpact Hyderabad, India ( *Sep 2006 - Dec 2011)***

Customer Service Representative ( Process Developer )

❖ Solicited business for major retail supplier’s (Gap, JCPenney, American Eagle) Suite of

Products especially the private label credit cards

❖ Managed customer accounts, built positive relationships with customers and grew

account base within territory of Iowa, Florida & Chicago.

❖ Sell service renewals and expand customer base within the region.

❖ Build relationships with key decision makers & match customers with the right solutions

❖ Handling supervisor calls while I got promoted to Process Developer since 2009

❖ Collecting on late stage Accounts.

❖ Used to work as Executive for Credit card Department.

❖ Generating Collections by doing Skip tracing .

❖ Have done training on green screens .

❖ Convincing the customers by letting they know the Advantages of using the credit cards

and our promotions.

❖ Using Social network and internet to get the Leads.

❖ Update daily report of sales team to Regional Sales Manager

❖ Working for achieving, daily, weekly, monthly, quarterly, yearly target .

**Key Accomplishments:**

❖ Achieved $93K in sales in FY2009, exceeding average portfolio sales performance by 150%.

❖ Gained Winners Club membership for outstanding Customer Service Support in 2009.

❖ Earned “Channel Performance Award” for total channel sales in 2010 .

**Education & Training:**

❖ OSMANIA UNIVERSITY, Hyderabad, India – Bachelor of commerce (Discontinued)

❖ GOWTHAM JUNIOR COLLEGE, Hyderabad, India- Intermediate

❖ LITTLE ANGELS PARADISE SCHOOL **-** SSC

❖ Trained on Interpersonal Skills, Managing Change & LEAN

Dedicated outside-sales professional with outstanding social skills, professionalism, diplomacy, tactfulness and best techniques to generate/maintain positive company image.

**Personal Details:**

Date of Birth : 18 th Aug 1988

Proficiency : English, Hindi, Marathi, Telugu and can Also Understand Little Arabic .

Nationality : Indian

Interests/ Hobbies : Swimming, Traveling, Watching Movies ..,

I hereby declare that the above-mentioned details are true to the best of my knowledge.

Regards

Dhanraj Suryavanshi .