



Raj Rai

Inside Sales Account
Manager 2 - SME

Contact

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Skills

Coaching and mentoring

Auditing Calls for better
Quality

Strategic planning

Staff Management

Policies and procedures

Diagnose & Fix Windows
based system

Microsoft Office Applications

Windows Operating System

Languages

English

Committed, Passionate, Self Dedicated & Desire to win, inspire and motivate in learning professional skills and values to achieve success in life as a good professional. Focused Sales Trainer offering advanced knowledge of sales team development and mentorship illustrated over 3 years of superior Sales industry performance. Supportive Sales Coach with detailed knowledge of industry practices and skill to provide long-term success for companies. Known for building a goal-oriented mindset team and help achieve quality & financial metrics for all the team members.

Key Strengths

- Commitment to Developing & Motivating Team.
- Customer First -Impresses customers with responsive service, involving others when needed
- People oriented: Success by building lasting relationships
- Honesty and Integrity. Win the Right way.
- Positive Attitude: Creating a positive work environment.
- Effective Listening & Great Business Communication.

Work History - Roles & Responsibilities

2014-07 -
Current

Inside Sales Account Manager 2 - SME

- Dell International Services, Hyderabad*
- Achieved top performance by strategically adapting to rapidly changing, competitive environment.
 - Assessed training program effectiveness on regular basis and improved upon deficient areas.
 - Managed, training and development for highly effective sales team.
 - Trained on sales and account management practices to reduce process lags and enhance performance, efficiency and profitability.
 - Provided coaching and mentoring to employees.
 - Established and maintained quality control standards by auditing Calls.
 - Trained and mentored 3 New new personnel

hired batches to fulfill various roles.

- Initially joined as Technical Support Executive & helped customers to fix the windows based system issues.
- Moved to Canada Consumer Sales Department & excel in Quality & Financial metrics.
- Promoted to US Small Business Sales Department & excel in Quality & Financial metrics.
- Moved to Outbound Rep as mentorship for becoming Coach.

2012-12 -
2014-06

Sr. Tech Support Associate

J D Information Technologies LLC, Nagpur

- Providing Support to US Customer on Voice & Remote.
- Expertise on Windows O.S. (Win- XP, Vista, 7 & 8).
- Also, expertise on all basic Software including Microsoft Office (Word, Excel, PowerPoint, Outlook)
- Working towards achieving 100% C-SAT and quality on daily basis.
- Working on end-to-end Support (Analysis, Troubleshoot, Resolve & Inform all basic info to Customers).
- Mentor for new Tech Support Associate (trainee).

2011-05 -
2012-07

Digital Service Specialist

Iyogi Technical Services, New Delhi

- US, UK & Canada Customers
- Providing Support to US Customer on Voice & Remote
- Expertise on Windows O.S
- (Win- XP, Vista & 7)
- Also, expertise on all basic Software including Microsoft Office (Word, Excel, PowerPoint, Outlook)
- Also provides Verbal Support for Printer as well as Hardware issues
- Handle Escalation Calls transferred from L1 Profile
- Working towards achieving 100% C-SAT and quality., US & Canada Customers
- Providing Support to US Customer on Voice & Remote
- Expertise on Windows O.S
- (Win- XP, Vista, 7 & 8)

2009-12 -
2010-12

- Also, expertise on all basic Software including Microsoft Office (Word, Excel, PowerPoint, Outlook)
- Working towards achieving 100% C-SAT and quality on daily basis
- Working on end-to-end Support (Analysis, Troubleshoot, Resolve & Inform all basic info to Customers)
- Mentor for new Tech Support Associate (trainee).

Computer Operator & Technical Support Staff

Consultant Combines, Nagpur

- Hardware & Software Installation of all Machines.
- Resolving all Technical Issues for systems.

Key Outcomes Required of Current Role

- Coaching, training and feedbacks on performance for reps.
- Upskilling BQ Reps.
- Developing New Hires.
- Help team members in Improving CE & KS.
- Auditing quality Parameters.
- Handled 3 Batches of New Hires for CANADA POS Voice.
- Trained & managed the New Hires for 1 month with great results during prime BFCM season.
- Helped all the reps to Increase Quality Scores – Oscar, Dell Policy & GMOR.

Accomplishments

- Awarded as the Coach of the Quarter FY23 Q2 & Q3
- Awarded as Key Contributor of the Quarter – FY23 Q1 & Q4.
- Awarded as the Coach of the Quarter FY22 Q1, Q2 & Q3.
- Awarded as Key Contributor of the Quarter – FY22 Q4.
- Awarded as the Coach of the Quarter FY21 Q2.
- Awarded as Key Contributor of the Quarter – FY21

Q3 & Q4.

- Awarded as the Enterprise Champion for FY20 Q2
- Awarded as the Rep of the Quarter FY20 Q2.
- Awarded as the Oscar Champion for FY20 Q1 & Q2.
- Awarded as the CE Champion for FY20 Q1.
- Awarded as the Rep of the Quarter FY19 Q3 & Q1, FY18 Q2, FY17 Q3 & Q4.
- Awarded as the Oscar Champion for FY19 Q1, Q2 & Q3, FY18 Q2 & Q4, FY17 Q1, Q2 & Q3, FY16 Q3 & Q4.
- Awarded as the CE Champion for FY19 Q3 & Q4, FY18 Q2, FY17 Q3 & Q4, FY16 Q2 & Q3.
- Bronze Award for Aug 2016.

Education

2012-09 - 2015-05	M.Tech: Computer Science Engg <i>Nagpur University - Nagpur</i> 1st Class Degree at 70.78%
2006-08 - 2010-05	B.E: Information Tech <i>Nagpur University - Nagpur</i> 1st Class Degree at 63.58%
2005-06 - 2006-04	H.S.S.C: Science <i>Dinanath Jr College - Nagpur</i> Completed 12th Standard at 56.67%
2003-06 - 2004-04	S.S.C: Science <i>St. Xavier's High School - Nagpur</i> Completed 10th Standard at 58.60%

Certifications

Specialization Hardware and Networking (A+ & N+)

Hobbies

Listening to Music & Exploring New Places.