**Mayank Rai**

C 85 Flat A2 Ramprastha Ghaziabad UP 201010

Ph: +919818454337

raimayank4@gmail.com

**Profile Summary**

* Experience in the field of BPO operations, business development, market research and strategy formulation
* Presently working with V-Tech Experts as a Business Development Manager
* A go-getter with an ability to sell anything

**Experience**

**Vtech Experts- ( Jun 2011-Till Date)**

Designation :Business Development Manager

* Include assessments of marketing opportunities and target markets
* Involved in Cold Calling and email marketing to generate leads and prospects
* I was responsible to handle the process, meet the daily as well as monthly sales targets and used to earn incentives on commission basis on the sales achieved by me.
* Intelligence gathering on customers and competitors on classifieds and various other portals.
* Bidding on Portals Like Elance, Odesk, guru etc
* Generating leads for possible sales (chat and voice support)
* Follow-up sales activity
* Formal proposal writing and business model design.
* Evaluating the business and then realizing its full potential
* Information management and customer service
* Helped in collecting assets for the company
* Produced variety of analytical and performance reports
* Generating leads through Online advertising

**Quatrro (Jan 2011- Jul 2011)**

Designation :Solution Engineer

* Key responsibilities included diagnosing Desktops, Laptops and Printers
* Recreating the issue in order to understand provide better resolution for the issue
* OS(win XP, vista and 7) issues and in using the same
* Helping with basic troubleshooting of Wireless printer set up.
* Upselling services and softwares to the customer and help them sign up
* Putting an extra effort to educate customer about the use of different features in desktop
* Believe in delivering and delighting customers.

**Dell International India Pvt. Ltd. (May 2009 – April 2010)**

Designation :Senior Technical Support Associate

* Key responsibilities included handling calls from customers about the dell computers, whenever they find trouble in using and modifying them.
* Troubleshooting Desktops, Laptops and printers
* Helping with basic troubleshooting of Wireless printer set up.
* Troubleshooting internet related concerns and provide optimum support in the same
* Putting an extra effort to educate customer about the use of different features in desktop
* Upselling almost every dell product along with the resolution, so giving Total Solutions
* Believe in delivering and delighting customers.

**Intelenet Global Services India Pvt. Ltd. (April 2008 – April 2009)**

Designation :Customer Service Executive

Key Responsibilities:

* Troubleshooting queries from US Travel Agencies
* Issuing international tickets and exchanging the same with the best fare available
* Providing customized solutions to travel agents
* Reducing churn by focusing on customer service issues and their resolution
* Providing Customer Satisfaction
* Maintain call logs on daily basis
* Generate reports and documents as per company required
* Manage transportation for the team
* Work on VOC (Voice of customer) & quality parameters
* Review the performance of team, when require
* Giving coaching & feedback to the new joiners
* Helped in collecting assets for the company
* Produced variety of analytical and performance reports

**Qualifications**

* Completed BCA from Sikkim Manipal University through Distance Learning
* Completed **GNIIT (Software Engineering)** from NIIT South Ex Delhi
* Completed 12th from C.B.S.E board in the year 2007 securing 78%
* Complered 10th from C.B.S.E Board in the year 2005 securing 79%

**Key Skills:**

* Fast learner, adapt changes and pressures well in work
* Impressive Communication skills with the ability to sell and create need for the customers
* Ability to supervise a team and produce results
* Optimistic Approach with friendly & positive attitude
* Goal Oriented, committed to meet deadlines & targets
* Honest, Sincere and Punctual

**Hobbies & Interest:**

* Travelling
* Playing Games
* Watching Movies
* Interacting with people

**Personal Information**

* Year of Birth : 1989
* Marital Status : Single
* Nationality : Indian
* Languages Known : Hindi & English
* Traveling : Open to National & International Traveling