

SENIOR CORPORATE SALES

Pramod Ashok

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SUMMARY

Resourceful employee with outstanding knowledge to develop and maintain healthy customer pipeline. Consistently works to attract new business opportunities. Talent in administrative oversight, recruitment processes and customer service improvements.

CAREER OBJECTIVE

Focused corporate sales executive with impressive track record in collaborative, cross-functional teamwork within high-pressure environments. Adept at project planning and managing multiple accounts at once. Dedicated to improving company sales goals and meeting business objectives.

Organized and dependable business development executive with 6 years of experience. Successful at managing multiple priorities with positive attitude. Willing to take on greater responsibilities to meet team goals.

SKILLS

- Customer relationship
- Negotiation
- Active Listening skills
- Multi language skills
- Problem solving
- Communication

EXPERIENCE

Nov- 2024 to Present Rental Sales Agent Corporate Sales	Sixt Car Rental, Qatar <ul style="list-style-type: none">Created the optimal rental experience by maximizing on sales and service opportunities for every customer.Greeting customers professionally and prepare the rental agreement.Advising on sell optional extras to the customer according to their needs.Provided expert recommendations on every product to every customers.Delivered excellent customer service in all customer contact situations, dealing with refund requests, pre auth request etc.Met all sales and service standards.Maintained cleanliness and order in the office area as per sixt standards.Managed customer complaints with utmost professionalism and confidence.Prepared daily basis vehicles lists and branch revenue reports to manager.Completed all other job duties as assigned by manager to meet the business needs.Managed all telephone and email inquiries in a friendly and helpful manner.
Oct-2022 Business development & Customer support	BPO+ Business Process Outsourcing - Muscat, Oman <ul style="list-style-type: none">Researched prospective accounts in targeted markets, pursue leads and follow through to a successful agreementContacting potential clients to establish rapport and arrange meetingsIdentify potential leads independently through networking, cold-calling and other sources in the assigned territory.

- Developed relationships with potential clients through presentations, business networking, telephone calls, personal emails, personal mailings, business forums, and social Networking.
- Identified and closed specific sales opportunities within target companies
- Developing quotes and proposals for prospective clients
- Handled a large volume of inbound and outbound calls in a timely manner
- Identified customer needs, issues, complaints, and provided timely solutions
- Responding efficiently and accurately to customers, explaining possible solutions, and ensuring that client's feel supported and valued.

Nov-2021- Jun-2022

Corporate sales

Dollar Car Rental LLC – Abu Dhabi, UAE

- Developed relationships with potential customers, which has led to an increase in sales
- Determined customer needs by asking relevant questions and listening actively to the responses.
- Applied positive customer service approach to increase satisfaction levels.
- Consistently arrived at work on time and ready to start immediately.
- Completed duties to deliver on targets with accuracy and efficiency.
- Resolved conflicts and negotiated mutually beneficial agreements between parties.
- Carried out day-to-day duties accurately and efficiently.
- Successfully delivered on tasks within tight deadlines.
- Handled high-volume telephone and email enquiries to minimize backlogs.
- Delivered services to customer locations within target timeframes.
- Processed invoices and payment runs with complete accuracy.
- Evaluated the financial performance of the branch and implemented new strategies and corrective actions as needed.
- Managed commercial accounts and maintained their loyalty.

Jan-2017- Nov- 2021

Corporate sales

Autobahn Car Rental LLC - Dubai, UAE

- Developed and implemented value-adding strategies to increase product and service portability.
- Led strategy meetings to scope project goals and reporting frameworks.
- Negotiated contract terms and pricing to maximize revenue.
- Exceeded revenue goals by securing high-performing new accounts
- Forecasted sales and market trends to improve business strategy.
- Researched competitor behavior and adapted tactics to boost performance
- Updated business plans to reflect emerging trends and projections.
- Forged partnerships to reach wider customer base.
- Launched new products with exceptional campaign planning.
- Completed market research to map key segments and expand customer base.

Jul-2014 - Sep-2017

Paralegal Associate

Sarva outsourcing solutions Ltd - Bangalore, India

- Answered International calls and relayed messages effectively, maintaining strict confidentiality throughout.
- Processed and filed incoming and outgoing mail, thoroughly maintaining records for maximum efficiency.
- Coordinated delivery of legal correspondence to clients, witnesses and court officials
- Used case management system to monitor and maintain case-related information and court deadlines
- Maintained updated case files, practice records and law libraries.
- Revised previously prepared legal documents to reflect changing information or improve compliance with standards.
- Monitored and performance-managed office support staff.

Mar-2010 - Jun-2013

Customer Support

Mphasis an HP company - Bangalore, India

- Acted as first point of contact for customer issues and queries.
- Delivered consistently excellent customer service to guarantee positive company experiences.
- Answered incoming telephone calls from customers and detailed initial queries on Customer Relationship Management (CRM) system.
- Addressed and resolved customer complaints in line with company guidelines and within target timeframes.
- Logged customer information and data in secure systems, maintaining GDPR compliance.
- Processed product orders accurately and promptly, maximizing customer satisfaction.
- Documented recurring requests, enquiries and complaints, communicating findings and potential corrective action to line manager.
- Exceeded targets with strong rapport building and product knowledge.
- Handled requests with friendly, knowledgeable service and support, continually achieving positive customer feedback.
- Managed high-volume customer queries simultaneously through effective multitasking.
- Worked with call handling technology to respond to increased customers within target timeframes.

EDUCATION

Degree/Course	Institute/College	University/Board	Year of Passing
Bachelors of commerce	Garden city college of science and management studies	Bangalore University	2016

STRENGTHS

Self-motivated, Workaholic, Communication, Active Listening, Problem solving

AREAS OF INTERESTS

Supervising a, Time management, Team work

HOBBIES

Walking, Reading, watching movies, Driving

PERSONAL DETAILS

Address	No13, maruthi nilaya lurdunagar Bangalore, Karnataka, 560036
Passport detail	P2893750
Date of Birth	03.01.1992
Gender	Male
Nationality	Indian
Marital Status	Single
Languages Known	English, Hindi, Malayalam, Tamil, Kannada, Telugu

DECLARATION

I hereby declare that the information furnished above is accurate to the best of my knowledge.



Pramod Ashok

