

# GAGAN RANA

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+91-7875-399-420

A result oriented professional with (5+) Five plus Years of total experience in multi-disciplinary areas requiring diversified skills. Last associated with Allianz as Team Lead in Customer Relations department. Major involvement in all aspects of Customer Relations, Tech Sales. A Professional with proactive attitude, ownership taking personality, always open for trying and implementing new better / effective ways to minimizing the inputs required for maximum output, flexible, fully operational to seize up demanding deadlines. Possesses strong leadership, excellent communication, planning, people management, Presentation and time management skills. Skilled to handle different kinds of work environment with adaptable behavior, personality and nature.

Willing to relocate: Anywhere

## Work Experience

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### **Sales Executive**

MobWire Technologies Pvt Ltd

January 2023 to May 2025

-Taking care of Customer support and Sales generation. -Handling Customer support, Inside sales and account management. -We deal with Customer queries and as well as built a healthy relation with them. -Responsibilities include - revenue management, Team handling -Responsible for achieving and maintaining call statistics like number of calls answered, number of cases closed or issues resolved

### **Sr executive (Lead Generation& Sales)**

Tettares Software

November 2019 to November 2022

-Developing and maintaining the prospect database. -Managing team of 4-5 associates for the lead generation department. -Responsible for achieving and maintaining call statistics like number of calls answered, number of cases closed or issues resolved. - Generate Business Opportunities

### **Sr executive**

Allianz

May 2019 to September 2019

Have work experience of RSA(Road Side Assistance) for Mercedes, BMW, Volvo, Maserati, Hyundai and Honda etc. Seeking challenging position in the area of assistance which may require strong analytical skills and leadership skill. -Excellent communication, inter-personal skills and leadership skill. -Capacity for work-Meeting Deadlines and Providing Quality in Product. -Diagnostic Ability-Ability to go to the core of problem and fixing it before time. -Maintains and improve s call center operations by monitoring system performance; identifying and resolving problems; Preparing and completing action plans; completing system audits and analyses; managing system and process improvement and quality assurance programs. -Excellent analytical, logical and programming skills. -Excellent working speed and quick learner.

### **Content executive**

Foodpanda

October 2018 to March 2019

- Have created training manuals, recruited, trained and provided technical support/feedback/coaching for a group of 60+ associates for cataloging and portfolio management across cities. - Have created process documents and SOP for department standardizing the structure and hierarchy. - Have lead a pilot for part-time/full time 'work from home' for cataloging with 100% success rate.

## Technical sales officer

IhaveAnswer

July 2016 to August 2017

· iHaveAnswer is an U.S based company based out of Gurgaon NCR, India. · iHaveAnswer is basically a Technical support provider company deal with customer all over United States of America and Canada · We deal with Customer queries and as well as built a healthy relation with them. · Responsibilities include - revenue management, Team handling - Responsible for achieving and maintaining call statistics like number of calls answered, number of cases closed or issues resolved

## Education

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### BBA

Punjab Technical University, Ludhiana

January 2015 to January 2015

## Skills / IT Skills

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- Revenue Management
- Upselling
- Retention Manager
- Digital marketing
- MS OFFICE (MS Excel, MS PowerPoint, MS word)
- Customer Relations
- Marketing
- Computer skills
- Customer relationship management
- Salesforce
- Inside sales
- Customer service
- Banner Sales
- Computer networking
- CRM software
- Negotiations

## Languages

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- English
- Hindi

## Certifications and Licenses

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### Driving Licence