



Lalit Trivedi

Sales and Customer Relationship Manager

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96, Shreenath Nagar, Ghatlodiya,
Ahmedabad, 380061, India

Date of birth

25/01/1988

Nationality

Indian

Profile

Experienced and self-motivated Sales Manager with Nine years of industry experience overseeing sales figures and new account developments. Bringing forth a proven track record of working collaboratively with sales teams to achieve goals, increase revenue gains, and advance the sales cycle of the company. A strong leader with the ability to increase sales and develop strategies to retain customers.

Employment History

Sales and Customer Relationship Manager at Quantumlink Communication Pvt. Ltd., Ahmedabad

06/2014–Present

- Identified and maximized sales opportunities, and increased customer retention rates.
- Work tirelessly to improve the overall performance of the systems by assessing billing, workflow, and customer relationship management and productivity.
- Managed and monitored current and forecasted sales to meet and exceed revenue goals.
- Performed as primary contact on client engagements and processed timely deliverables.
- Generate leads and build relationships by nurturing warm prospects and finding new potential sales outlets.
- Build long-term trusting relationships with prospects to qualify leads as sales opportunities.
- Provided technical support for email users, including troubleshooting and resolving issues related to email configuration, connectivity, and delivery.
- Designed and implemented email retention policies, archiving solutions, and disaster recovery plans to ensure data was protected and could be recovered in the event of a data loss event.
- Maintained up-to-date knowledge of email-related industry trends, best practices, and emerging technologies to provide expert advice and recommendations to management.
- Conducted extensive testing of mobile applications to ensure their functionality, usability, and compatibility on various platforms.
- Worked closely with the sales team to provide technical support and solutions to customers, improving customer satisfaction and driving sales revenue.

Skills

Fast Learner
Leadership
Ability to Work Under Pressure
Email Marketing
Email Security
Email Hosting
Ability to Work in a Team
Communication Skills
Customer Service
Effective Time Management
Customer Relationship Management
Public Speaking
Trainer

- Collaborated with cross-functional teams including product management, development, and quality assurance to ensure smooth and seamless delivery of high-quality mobile applications.
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Senior Support Executive at Tikona Digital Networks Pvt. Ltd., Mumbai

11/2011–06/2014

- Handling Escalation cases of Key customers.
- Troubleshooting Network Technical issues end to end.
- Manage a team of 40+ members from major cities in all over India.
- Provides technical training to Support Team.
- Expertise in troubleshooting WAN connectivity between AP to CPE and support for computer networks.
- Configure Tikona Unifi service in Wi-Fi enabled Laptops, Mobiles & Tablets which support 802.1X, WPA2 Enterprise security feature.
- Identify & resolve connectivity problem between Ruckus Wireless Access Point and on RUCKUS, UBNT, Gemtek & wireless CPE.

Network Support Engineer at Orient Technologies Pvt. Ltd., Mumbai

01/2011–11/2011

- Guided users through step-by-step solutions following pre-determined scripts and technical troubleshooting procedures.
- Responded quickly to triaged helpdesk calls and emails regarding communication network issues for customers.
- Resolved most calls with first contact and escalated remaining calls to appropriate personnel for swift handling.
- Monitored deployed networks and escalated major issues impacting multiple users.
- Used internal work order management system to track, resolve, and document help tickets.
- Met performance targets by guiding calls using excellent communication skills and decisive approach.
- Improved user performance by training Juniors in hardware and software use.
- Checking, Monitoring & Informing NOC Team about status of "ACCESS POINTS" located in All over India.
- Co-ordinate with field engineer about Antenna Alignment, Signal strength status & other troubleshooting steps.

Education

Bsc I.T., Viva College, Mumbai

03/2007–04/2012

HSC, Maharashtra State Board, Mumbai

06/2005–03/2007

SSC, Maharashtra State Board, Mumbai

Courses

CCNA at Cisco Certification

10/2010–01/2011

Sales Closing Strategies at LinkedIn Learning

01/2023

Getting Started with Power BI at LinkedIn Learning

12/2022

Mastering Your Industry: Competitors, Products & Suppliers at Udemy

06/2022

Close More Deals at Udemy

06/2022

Public Speaking & Presentations Pro at Udemy

09/2022

Languages

Hindi	Highly proficient
English	Highly proficient
Marathi	Very good command
Gujarati	Very good command
Rajasthani	Native speaker

06/2004–03/2005

Extra-curricular activities

Volunteer at NSS, Mumbai

08/2007–03/2011

- Cultural Activities: Participated in cultural activities and events to promote cultural diversity and awareness.
- Health and Wellness: Worked on initiatives related to health and wellness, including organizing health camps, blood donation drives, and awareness campaigns on topics like HIV/AIDS, drug abuse, and mental health.
- Community Development: Worked on projects related to community development such as health and sanitation, literacy campaigns, rural development, and environmental conservation.