**Shanker Rao**

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**Career Objective:**

Problem solver with excellent communication and interpersonal skills. Seeking to be hired for the position of Inside Sales/Business Development/Customer Service to utilize 5+ years of customer service and sales experience in the publishing, digital learning, ITeS, and BPO industries. Also bringing detail-orientation, exceptional time management and, organizational skills to ensure a seamless delivery process.

**Education & Certifications:**

* Bachelor of Commerce (B.COM): Mahatma Gandhi Govt. College {Aft: Pondicherry University}– 2008 (Grade A)
* Data Management and Analysis
* Diploma in Computer Application and Financial Accounting

**Professional Experience:**

**Revature LLC**

**Senior Client Relationship Consultant (Oct 2018 – Present**)

* Manage team of software engineers.
* Mentored, coached, and monitored the progress of the employees to ensure they meet their deliverables.
* Conduct regular meetings with the training managers to understand the client requirements and coordinate their training accordingly.
* Manage SharePoint for document management, monitor and maintain Jira platform to monitor tickets raised by the software engineers and address the issues in a timely manner.
* Conduct regular one on ones, stand up meetings to address the issues.
* Create and maintain Salesforce reports and dashboards to ensure data consistency.

**Amnet Systems Pvt Ltd**

**Inside Sales Manager (Jul 2017 – Aug 2018**)

* Successfully opened several business developments dialogues with strategic customers.
* Established and acquired new clients by cold calls/follow-ups and close the sale.
* Consistently achieved metrics regarding inside sales actives to generate new business.
* Effectively used sales CRM for lead nurturing and management.
* Created proposals and RFP/RFQ responses that successfully sell the benefits of the Company.

**Edufic Digital**

**Business Development Manager (Jan 2016 – May 2017**)

* Achieved own sales target and lead the team to achieve team target and/or overall company target.
* Conducted prospecting activities to ensure an adequate pipeline of qualified business opportunities.
* Provided feedback to higher management on a weekly/monthly basis about local business trends and competitor activity to help guide future strategy.
* Successfully attended client meetings and credited self with several closures.
* Created proposals and RFP/RFQ responses that successfully sell the benefits of the Company.

**RR Donnelley Outsourcing India Pvt Limited**

**Senior Customer Service Executive (Shift Manager) (Jan 2013 – Jan 2016**)

* Ensured that the job queues are maintained well to meet the deadlines and communicate feedback to the operations team.
* Ensured to control the cost through effective utilization of personnel, materials, and equipment.
* Successfully managed to perform up-selling and cross-selling of RRD’s services to the existing clients and bring in new clients’ through their references.
* Worked closely with the onshore sales teams to understand the client requirements.
* Collaborated with internal divisions to ensure that the client deliverables are on time.

**Allsec Technologies Private Limited**

**Customer Support Officer (Feb 2011 – Oct 2012)**

* Ensured that payment query calls from Australia and New Zealand customers are attended on time and issues are resolved on time
* Ensured that a maximum number of customer statements are analyzed within the deadline and detect the reasons for issues.
* Made regular follow-ups with calls and e-mails to resolve the payment related issues.
* Provided training to the new entrants.

**Achievements:**

* Best Performance Award (2016)
* Service Excellence Award (2015)
* Service Excellence Award (2014)
* Shining Star Award (2013)
* Received several client appreciations emails

**Professional Skills:**

* Team leadership
* Problem solving
* Time management and development
* Conflict resolution
* Strategic thinking
* Coaching and mentoring
* Resource management
* Crisis management
* Continuous improvement