



ABHISHEK PARMAR

Back-Office Operator and Client
Relationship Manager

PROFILE

Extremely self-motivated and pragmatic professional with the ability to be proactive with execution. I bring along a total **19+ years** of experience in various fields namely Cellular Market, Broadband, Education, Insurance Sector and Stock Exchange.

LINKEDIN :

[HTTPS://WWW.LINKEDIN.COM/IN/ABHISHEK-R-PARMAR/](https://www.linkedin.com/in/abhishek-r-parmar/)

PERSONAL

BIRTHDAY: 9th Dec, 1981

GENDER: Male

RELATIONSHIP STATUS: Happily Married

LANGUAGES KNOWN: English, Hindi
and Gujarati

CONTACT

PHONE: +91-7600008577

EMAIL: parmarabhishek81@gmail.com

EDUCATION

**Bachelor of Commerce – Shri P.L. Choksi commerce college,
Saurashtra University, Veraval, Gujarat**

April 2001 – May 2004

**12th Commerce – Veraval Boys High School, GHSEB, Veraval,
Gujarat**

May 1999 – April 2000

Secured 74%

WORK EXPERIENCE

**Sunflower Broking Pvt Ltd, Ahmedabad - Back Office Operator
and Client Relationship**

July 2014 – Present

Responsible for Client Relationship Management from attracting them by Tele-calling to managing their stock portfolio by guiding them on investment as per the market and finally collection from them.

My Kid's Education, Ahmedabad - Business Partner

September 2013 – June 2014

Responsible for gathering soft/online material best suited for kids' education, sample creation for free evaluation of the course, Course designing specific to different ages of the kids and subjects, Worksheet preparation for the courses designed, Client Demonstration with Parents as well as different schools, Client Follow up, deal closure, collection and support.

CERTIFICATION

SD, SAP ERP

Sai Institute of Information Technology,
Ahmedabad.

SKILLS

- ☐ Diverse knowledge in Cellular Market, Education, Life Insurance Industry, Broadband and Stock Exchange
- ☐ Excellent customer service and problem-solving skills
- ☐ Immense experience in customer facing and calling environment
- ☐ Demonstrated ability to effectively handle escalated customer issues
- ☐ Strong attention to details
- ☐ Strong ownership and organization skills
- ☐ Result oriented

STRENGTHS

Earning Trust of Others

Listen attentively, speak candidly and treat others respectfully

Delivering Results

Focus on the key inputs and deliver them with the right quality and in a timely fashion

Learn and Be Curious

Never done learning and always seeking to improve myself. Curious about new possibilities and taking action to explore them.

INTERESTS

- ✓ National Defense
- ✓ Geo-Politics
- ✓ Cricket
- ✓ Watching TV
- ✓ Listening to Music
- ✓ Reading just anything interesting

You Broadband & Cable India Ltd, Ahmedabad - Asst. Sales Manager

March 2013 – August 2013

Sales Strategy, Franchisee/Dealers Recruiter and Trainer, Collections and Sales-Staff Trainer and Mentor.

Airtel Landline & Telemedia Service (Massive Ora Mgt.) – Business Manager

Jan 2009 – Feb 2013

Field Work for finding prospective clients, demonstration, deal management, implementation, collections and support for new Airtel Broadband connections.

- Got the “Start of the Day” certificate as well as other recognitions for the top 5 highest sales achieved with my team consecutively for 3 months in a row
- I was also the first person in Airtel Broadband, ever since the last 7 years during that time, to have cracked a group deal in “Shrusti Bunglows” society for Airtel Internet Broadband connection.

Reliance Life Insurance Company Ltd, Ahmedabad - Sales Manager

June 2008 – December 2008

Sales Strategy, Sales-Advisors Recruiter and Mentor and Collection.

Idea Cellular Ltd (Balaji Skylink), Veraval – In-Charge, Prepaid and Franchisee Handler, Veraval

Dec 2002 – June 2008

Retailer Relationship and Management, Field Operation, Sales Team Mentor, Handler and Collector of both Prepaid and Postpaid accounts and responsible to report to the Sales Manager of Idea.

- Helped accelerate the overall position of Idea Cellular in the Veraval market from the 3rd position to the TOP
- Helped increase revenue for Idea Cellular Ltd from 3 Lakh to 30 Lakh in a matter of 5 years from my joining and in the last year, it even doubled it

Helped achieve the number of activations per month (both prepaid and postpaid combined) from 70 to 1000. Also set up a record of activation to 3000 in November 2006 which is still unbroken

**Hutch Cellular Collections Agency (MJD), Veraval – Collection
Branch Head, Veraval**

June 2001 – November 2002

Retailer Relationship and Management, Field Operation, Sales
Team Mentor, Handler and Collector of both Prepaid and
Postpaid accounts and responsible to report to the Sales
Manager of Idea.