**Lohith Hemanna**

**Toronto, Ontario**

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# profile

**Customer Service | Inside Sales| Accounts Receivable**

**Customer Service and Collections Executive** with a successful record of achieving quota and building strong strategies to explore growth opportunities within the key accounts. A consultative salesperson who applies a detailed, analytical approach to bringing results in on time and budget. A technologically inclined and data driven professional, who is known to make informed decisions.

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| --- | --- | --- |
| * Sales Development | * Sales Support | * Account Retention |
| * Customer Service | * Collections | * B2B & B2C Sales |
| * Account Management | * Territory Sales Management | * Accounts Receivable |
|  |  |  |

# Professional EXPERIENCE

## TOTAL CREDIT RECOVERY LTD

**Third party collections for TD Canada Trust**

Credit Collections Representative, North York – Toronto, ON (09/2019 – 12/2020)

Contact consumers via the telephone to arrange repayment of past due accounts, locate consumers using online tools and communicate with each consumer effectively to meet corporate, regulatory and client requirements. Research and evaluate consumer’s financial status, credit and ability to repay the loan. Assist clients by proposing solutions to address financial objectives such as debt management.

* Achieved monthly goals of $10,000 through effective time management and negotiation skills.
* Applied more than 6 payments per week and settled 3 to 5 account disputes.
* Contacted over 100 consumer’s every day to meet the business requirements.
* Traced consumers using skip tracing tools to contact and settle accounts aged over 180 days.
* Trained new hires on job specific TD Collections Recovery Systems or DRS.
* Tested New Dialer System and provided valuable inputs to the implementation team.
* Consistently scored above 95% on all internal and external client audits.
* Maintained high level compliance standards set by client to protect consumer information.
* Have exceeded the target set for electronic payments in the month of November.

**Yellow Pages-411.CA**

Inside sales-online presence consultant, North York – Toronto, ON (05/2019 – 08/2019)

Drive sales through outbound efforts. Prospect, qualify and manage whole sales cycle. Research key contacts and identify growth opportunities. Recommend digital marketing 411.ca solutions to align with client’s business plans. Communicate with existing accounts to upsell and extend their subscription.

* Recognized new business opportunities in financial services industry and built a database of over 300 potential customers.
* Exceeded prospecting goals by 40% with conversion rates nearing 10%.
* Achieved individual sales quota of 10 subscriptions a month.
* Adopted new strategies to manage web-based demonstrations more efficiently.
* Managed customer expectations resulting in less than 1% monthly attrition rate.

## Frost & Sullivan

## Pre-Sales Consultant, Bangalore, India (08/2018 – 01/2019)

Identifying key senior leaders in multinational companies in India and scheduling meetings for senior management team at Frost. Data mining and liaison within Business units for relevant content, experts, processes and connect to leverage for developing knowledge base of clients before moving in. Developing new business revenues through Syndicated Research, Customized Research and Consulting Engagements for the Business Units.

* Responsible for managing 20 plus Tier1 Japanese key accounts with a pipeline of opportunities over $500K.
* Developed and launched sales campaigns to connect with different market segments, which led to the discovery of first ever opportunity in Indian Metro-Railway.
* Achieved weekly 3 to 5 discovery and relationship management calls with CXO level executives.
* Designed and implemented new business mapping tool using excel.
* Provided highest number of customer engagements in Q3 of 2018 and achieved monthly quota of $30K.

**NANOCLAIR TECHNOLOGY LTD**

SENIOR-BUSINESS DEVELOPMENT EXECUTIVE, BANGALORE, INDIA (02/2013 – 07/2018)

Counseling professionals via calls, emails, or in-person and suggesting the best program for prospective students. Exploring new opportunities within the existing accounts, Introducing SaaS and web-based learning solutions to Educational providers across India. Drive online certification sales through tele calling efforts. Manage a team of 8 Sales associates to increase efforts in assigned territories.

* Awarded “Top Sales Executive” of the year 2014 with the Dollar equivalent of $200K net team sales achievement.
* Executed customer centric plans and programs which increased the sales and margin growth by 60%.
* Successfully increased market share by 15% for certification programs in assigned territories.
* Achieved revenue and profit targets by 100%.
* Resourceful at maintaining relationships with clients to achieve quality product and service norms by resolving their service-related critical issues.

**CONTINUOUS COMPUTING now RADISYS CORPORATION**

INSIDE SALES ANALYST, BANGALORE, INDIA (05/2008 – 01/2013)

Collaborate with key departments from Engineering, Marketing and Product Management to ensure customer/partner requirements are met. Administered Salesforce.com for 2 years for all the Field Sales engineers in the US. Create reports, dashboards and sales quotes for the team. Analyze data & marketing trends to derive meaningful insights. Manage sales data using Salesforce.com and other web-based marketing tools.

* Played an important role as a single point of contact to the field sales team.
* From 2009 to 2011, Provided high level customer engagements & visitations to Radisys Booth at Mobile World Congress, Spain.
* Promoted to next level within two years from Liaison officer to Inside Sales Analyst.
* Integrated 20k plus leads to new platform, i.e. from IBM pivotal to Salesforce.
* Increased field sales team’s productivity by 30%.

# EDUCATiON / PROFESSIONAL DEVELOPMENT

**Bachelor of Business Administration, MITS**, Bangalore, India

**Diploma in Mechanical Engineering**, **KSIT,** Bangalore, India