**Niraj Singh**

**9555584499**

**rajsingh68080@gmail.com**

**Carrier Objective:** Looking for a high-grown organization with a competitive and challenging environment that creates an ideal condition for delivering high quality services. Aspiring to associate with an organization, which offers a congenial environment for growth.

**Highlights of Qualifications:**

* Profound knowledge of metrics needed to measure Training performance
* Proficient with technology and office automation tools and applications
* Ability to establish and maintain effective working relationships
* Ability to work on and prioritize multiple projects
* Ability to solve problems and identify opportunities

**Professional Experience:**

**AiBS (An Accurate Group), Manager- Business Development, Pune**

**Feb 2016-Present**

* Promoted contract and permanent IT services to local businesses to acquire new clients and increase revenue. Performed cold calls to introduce company to potential clients. Developed rapport with clients, established and managed new and existing accounts.
* Partnered with Procurement manager to establish specification requirements.
* An organization integrating enterprise and expertise to provide excellent business solutions.
* AiBS, Inc., is a USA based software development company specializing in technology, Consulting solutions. Our consulting process is undertaken in strict adherence to an established methodology, managed by experienced personnel ensure the best possible outcome for both clients and consultants alike. The teams of experienced professionals work closely with clients to design, develop and deploy adaptable solutions that address the unique needs of their business and industry.
* Understand the requirements of key IT clients and manage all aspects of operations for achieving high customer satisfaction level.
* Coordinating with Managers for their requirements, understanding the requirement.
* Responsible for contract for different contact centres for clients across the USA.
* Implement new strategies.
* Maintenance of internal database
* Maintaining a good client relationship, vendor relationship and client relationship
* Regular follow-ups were done with both the client and the vendors performance feedback.
* Market research.
* Worked on Bulk positions..

**Cybertechiez Pvt. Ltd, Executive- Business Development, Gurgaon, 2013-2016**

**Responsibilities:**

* Resolving the queries, complaints and of irritated customers.
* Monitoring, Tracking and Forecasting Team and Individual performance; and prepare reports like Customer Satisfaction Forecasting & AHT Report.
* Sending monthly feedback to the Reporting Manager for the monthly Rewards and Recognition program.
* Frequently organizing huddle sessions for the teams to update them on the latest client requirements, changes in the product or upcoming changes
* Coordinating with other team leads and work to resolve on EOD issues and maintain the service level
* Adhere to the company’s process management practices.
* Ensure the implementation of Quality Processes followed by the associates throughout the training
* Interact with the Delivery Head / Manager to ensure that a common high standard maintained.
* Create and Provide reports as per the agreed reporting interval..
* Achieved the best up selling award..
* Solid data management and data extraction skills and ample experience.

**Skills:**

* Flair to grasp and adopt new processes and implement quickly and effectively.
* Excellent interpersonal communication and presentation skills.
* Intonating skills and auditing calls.
* Prioritize multiple simultaneous tasks, track them and provide timely updates.
* Self-Starter, Self-Organized, Proactive and Motivated

Expertise in resolving any issues for Windows Operating Systems like Windows 98, Windows XP, Windows Vista and Windows 7 Hands on experience in Microsoft Office Components like Word, Excel, One Note.

* Achieved the Award in Quality and Up selling.
* Believe in Team Spirit and morale in a team environment
* Benefits & Compensation
* Performance Management
* Office Management
* Employee relationship
* Business Planning
* Business Development
* Sales Management
* Marketing Strategy
* Employee welfare
* Business Strategy
* Counseling
* Time Management
* Microsoft Office, including Excel, Word
* Communication skills.

**Niraj Singh**

**29/06/2016**