***Inshan Imran Ramsaroop***

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***Marital Status: Single***

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**PROFESSIONAL OBJECTIVE:**

***To drive the overall growth of an institution by making use of both my varied academic attributes and business experience to yield sustained financial, economic and social success.***

**Education**

* ***University of the West Indies, St. Augustine Campus, Trinidad*** *(****2003****) (Local Scholar) – BSc. Management Studies (Major) – First Class Honours*
* ***ACCA Levels 1 & 2 (some papers to re-sit)***

**WORK OVERVIEW& HIGHLIGHTS:**

[***Independent Business***](https://www.linkedin.com/title/independent-marketing-consultant?trk=mprofile_title) ***Professional –***

***(July 2014-Present) - (BASED ON CONTRACT)***

***ranging from 3 months until completion of assignment) in Several Different Sectors (From Manufacturing, Oil & Gas, Finance & Insurance, Telecommunications & ICT, Transportation to Service/Retail Industries Etc)***

***Assisting CEO’s, Executive Directors, Corporate Leader Teams, HODs, Section Managers (working/worked with Conglomerates to Micro-Enterprise Institutions)***

***In All areas of Operations, Business Management & Development, Sales , HR & Administration, Accounting & Finance, Customer Service, Operations, PR & Communications & Marketing etc***

***Overview – PAST***

***Telecommunications Services of T&T (TSTT) (2000-2014)***

*1:* ***Senior Business Analyst – Business Development (Professional) – Enterprise Sales & Services (5 years)***

**Essential Duties and Responsibilities include but are not limited to:**

*Perform data mining and statistical analyses in order to develop marketing strategies (based on database) that improve customer acquisition/retention, satisfaction and that maximize customer lifetime contribution.*

*Develop clear, concise, and actionable insights into customer characteristics and behaviour.*

*Measure the financial impact of promotions and other customer communications.*

*Design and implement meaningful tests and analytical approaches to address business needs.*

*Identify, develop and document requirements for marketing reporting, formatting, and presentation.*

*Develop and conduct presentations on work activities.*

*Document all departmental policies and procedures.*

*Compile, tabulate and summaries data on customer/ channel / market performance, and maintain and update information databases.*

*Performs other related duties as required.*

*2:* ***Principal Lead - Corporate Communications, Sales & Marketing Executive, Events Manager (Professional****) - Blink Broadband when First Launched in T&T (4 years in numerous portfolios)*

**Essential Duties and Responsibilities include but are not limited to:**

*Conceptualize, research, analyze, document, and present market penetration initiatives in support of achieving targets.*

*Develop communication & event briefs, proposals scripts and wrap up codes for Product and Service launches.*

*Develop, identify and execute sponsorship and event plans and strategies for Blink events, promotions, outdoor & indoor marketing activities based upon their stage in the life cycle.*

*Establish brand presence and maintain market share through partnerships and other working relationships.*

*Manage promotional staff that assists in the execution of Brand Strategies.*

*Work closely with Agency to generate advertising that will give returns on investments and acquire and retain Broadband Customer base goals.*

*Develop stimulation plans quarterly.*

*Performs other related duties as required.*

***3: Retail/Corporate Customer Service Representative/Project Associate at TSTT bMobile- (Jnr Staff) (5 years)***

**Essential Duties and Responsibilities include but are not limited to:**

*Supports team with all administrative account activities related to servicing the Walk in &corporate base to ensure customer satisfaction targets are met.*

*Maintains and updates customer records via relevant customer databases.*

*Maintains a positive relationship with customers and contributes to building a good public image.*

*Processes and follows up service order requests to ensure timely delivery of products and services.*

*Provides customers with information about all TSTT’s products and services.*

*Performs other related duties as required.*

***4: Project Assistant to Assist in Completion of Mega Telecoms Projects for bMobile Transformation***

***Continuously assigned to Numerous Ongoing Project activities through career Path at TSTT) Assigned to Technological Projects in Organisational Transformation***

***COMPUTER SKILLS:*** *Computer Literate with working knowledge of Microsoft Office (Word, Excel & PowerPoint), Peachtree Accounting Package, and knowledge of Computer Hardware& Software*

**HOBBIES**

1. *Sports – Walking, Exercise, Running, Tennis, Bicycling, Swimming, Team Sports etc.*
2. *Music – Playing, Listening, Streaming*
3. *Traveling, Fishing, hunting*
4. *Socializing – Community work, Church Activities, Volunteer Work/NGO*

**REFERENCES & PROFESSIONAL DEVELOPMENT COURSES**

***Local, Regional, International (Professional & Personal) References & Courses Provided upon Request – Can be sent immediately via email– all documentation in Soft Copy Version Format***