 AbhijeetBanerjee

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**Citizenship : Indian Nationality**

**Profile**

I have in total of over 4 Years of extensive experience in Sales, Service & Corporate Sales & Relationship Management in Banking& Insurance, Business Sourcing Projects, IT & Financial Services Industry in Operations. I have worked with Best Brands & Top 500 Fortune List of Companies which adds immense pride backed by both strong analytical and consultative skills. My strength is in business building & Align the Goals with The Team Strategies with My Innovative Selling Skills.

**Definitive Strengths**

* Complete tasks and follow through to achieve project goals.
* Skilled in rapport building.
* Accepted as intelligent, diligent and a dedicated professional.
* Creative thinker and a quick learner with excellent research skills.
* Someone who leads by example and is able to reach unprecedented heights .
* Highly involved with work. The job required superior communication, analytical and tactical skills, drive and motivation to achieve team goals.
* Manage all online advertising via Google, Facebook, Trip advisor and various other platforms.
* A clear Visionary with eyes set on Target- how to read numbers and data and expand business through them.
* A dynamic and initiative leader, able to bring energy, enthusiasm and humor to motivate team members to achieve potential and meet organizational objective. Able to prioritize and

**Professional Achievements**

* Achieved Targets Loan (LOP) in every month , **New Customer Acquisition** , **Cross Sell Products** the most Consistent Performer with Citibank & Also Upsell Various Birla Sun life Insurance Campaigns to Credit Card Clients (Citibank).
* Maintained a successful CSAT record with All **US Based DELL Client**s & Sold Various Dell Products with best Rewards( Insurance, Hardware & Software).
* Customer acquisition and existing customer management profitably to **INTUIT** Clients **in IBM Global Services India PVT Ltd.**
* **Serco Pulse Award Winner for BEST PERFORMER WITH 3-4 Million USD$ Billing with Amex GCC ( GLOBAL CORPORATE CARDS )**
* **KUONI Academy of Travel Airline Diploma Galileo International Ticketing Course Certified. ( 16 June 2003 – 31 October 2003)**
* **MCSA - Microsoft Certified Systems Administrator on Windows Server 2003.**

Core Management & Technical Skills**:**

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| * Corporate Sales & Product Marketing & BD | * Financial Services Operations |
| * Pre Sales & Post Support with Customer Satisfaction | * Service Delivery Management |
| * Persistent, Persuasive , Polite Approach To Clients | * Analytical Bend of Mind |
| * Acquire & Negotiate With Vendors & Business Partners * Expert Knowledge on TMC’s, Booking Engine & SEOs. * Social media strategy & implementation * Reporting, Budgeting & Forecasting Goals Weekly. * Proactive, Organized & a Team Player. | * People Management * Serve & Managed HNI Clients |

**Chronology of Work Experience:**

### Worked With IBM Daksh Business Process Services Pvt Ltd:

\* Manage & Sold Various INTUIT Products to USA SME Business QuickBooks (INTUIT) Professionals Solutions by Providing Technical Assistance, Software Features & Upgraded with Latest Software’s & Business Accounting Solutions as well As Inventory & POS ( Point Of Sale)  
  
\* Worked in Tangent with US Merchants & Vendors for Clients Acceptance (POS) & Create More Business Mutually keeping Clients Requirements in Mind.  
  
\* Creating More Biz Opportunities # Relating Software Core Features with Business Values & Improved Taxes and How QB can help their Business to Grow More.  
  
\* Worked on CRM- Lotus Notes, Windows Platform- Remote Sessions- VOIP Platforms & All Latest Software’s to Cater US Clients.

Intuit Ranked 22# Latest Fortune 500 Companies to work “IBM” Created the Platform For Me & Going One Extra Mile - to make sure what US Clients expect us to do From "Concept to Implementation  
  
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**Sold well to their Clients& now promoted their Most Expensive and the best software QuickBooks Enterprise Edition for SME & Large sized Businesses Manage all customer communication & maintain effective relationship with all .**

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**Amercican Express Channel Partner( Serco India Pvt Ltd) : American Express Cobrand Cards , Travel & Entertainment Card, Charged Cards.**

Worked as **Accounts Co-Coordinator /Relationship Manager**From **October 25 2010 to April04.2012**.

**(KRA ):**

* Support Corporate Clients (Middle Market & Large Market) from Activation to End use on their Amex Co-Brand Cards , T&E Cards & World Money Cards .
* Responsible for Client Relationship management for American Express Kingfisher Airlines Card, Charged Cards, World Money (USD$ Dollar Card), TMC-/Travel Agents & Merchant /Supplier acceptance & issues.
* Worked in Tangent With Merchant Team & Vendors for Contract Negotiations, Partner Agreement For Billing Travel & Core Business spends on American Express Corp Cards.
* Support Corporate Clients Like Travel Agents with Cash Flow Management, IDLC institutional deposits for getting Market Best Rates& Pre Approved Credit Exposure for their Business with the best Credit Cycle up to 50 days for their (ROI).
* First Person in Team, To Market & promote some core vendor payments to Cards, which Clients never expected on Travel & Charged cards, Innovated the Clients & Merchant team to put Logistics, Cements, Construction, Garments, Yarn Manufacturing & Machines Vendors to sign up with EDC or Manual transaction to support smooth business on Cards.
* Given Name B2B Specialist - also rewarded by CEO with Serco Pulse Award among 100 members in Team- given opportunity to be part of Advance Leadership program Training- To Built the leaders with in everyone.
* Marketing methods- Trigger & Campaigns, Usage Promotion Offers, Special offers & Online Marketing for Travel Agents, TMCs Clients to increase their SEO, with a strong domain knowledge of Cards process, regulatory control &compliance technology platforms.
* Closely collaborate with our US and EU counterparts to develop and share best practices in marketing &Management of online campaigns in terms of ROI, CTR, interactions, sales closure etc.
* Self Trained & Motivated by Best American Express Travel Team – who trained on Forex Cheques, World Money Card Concept, Partner Loyalty Program, Pass Through & Non Pass-through Airlines Transactions & How to Negotiate & Market Various Hotels & Consolidators to built more Incremental billings for both Corporate Clients( TA) & American Express.

### Project Handled :

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Focus on promoting **UB GROUP ( KINGFISHER AIRLINES**) as Partner Airlines within corporate, **TMCs** and **Agency Accounts** by managing different communication channels and join promotional actions including Event Planning and Coordination. Loyalty reward structures of **Free Tickets** on Co Brand- Kingfisher cards was widely accepted& profitable also ensured **mutually beneficial results.**

**Calling &Making Appointment** with Clients, **Meeting them & Sourcing Revenue** with Closing **Vendor Opportunities a Daily Routine.**

.**DELL International Services IndiaPvt.Ltd.**

**Sr Technical Support/Accounts Mgr. (04/09- 05/10) -Sales & Account Management**- Worked on - integrate complex CRM & IT infrastructure to multiple sales channels.

### (KRA) :

* Interacting With Existing **US DELL Clients, Providing Support , Selling Insurance-Core –** Hard Ware Warranty (Complete Care)Maintaining Customer Rapport, Up selling Warranty & Sourcing All New DELL products, With Service Appointment taken For Engineer for Onsite Support.
* Calibration sessions regarding Business growth with the Clients.
* Imparted Training to few new Team Members.
* Part of the Systems Queue team for Operations.
* Interact with US Clients & Deliver American Ascent With Care.
* Responsible for business development, adherence to compliance and regulatory norms
* Worked on - integrate complex CRM & IT infrastructure to multiple sales channels-
* Manage all customer communication and maintain effective relationship with all.

### Citibank India Pvt Ltd

### CITI PHONE OFFICER (Band 1) ( 06/07 – 02/09)

* Inbound Sales for a Citibank India Clients process selling LOP, Insurance.
* Top 5 salesmen for last 3 months of my tenure in the process.
* Deliver sales volume and P&L targets with Innovative Ideas .
* Customer acquisition and existing customer management profitably.
* Maximizing card member as well as merchant customer experience
* Worked Closely with my Mangers to Perform **LOP(Loan On Phone** ) & I**nsurance (BSLI)** a Dynamic & Great Analytical Product which Initiated On Citi Cards & Know Mostly Across All Banks Operations In India & US Market.

**EDUCATIONAL QUALIFICATION**

**Class X** : CBSE Board, from Bhatnagar International School - New Delhi, (1998)

**Higher Secondary (10+2)**: CBSE Board : In Commerce Stream :

Bhatnagar International School New Delhi (2002)

**Graduation :Delhi University** ( Regular) **Shri Aurobindo College BCOM (P) Malviya Nagar, New Delhi India. (2007)**

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| PERSONAL DETAILS   Father's Name: Mr. S. K. Banerjee   Date of Birth:29thAug 1982Marital Status : Married to Thai CitizenLanguages Known:English, Hindi. Thai ( Basic) Learning **Nationality: INDIAN**  **Current Visa : VISA –Non Immigrant “O”**   References |

References are available on request