

Ankit Kohli

Business Development Manager at Freshdesk Inc.

Phone: **8939609985**
Address: **Chennai Area, India**
Website: <https://www.linkedin.com/in/akiiikohli>
Email: ankitkohli819@gmail.com

SKILLS

EXPERIENCE

I am a sincere, loyal and dedicated individual who has a great deal of ambition. Although I have extensive experience in the Telecom/Information Technology industry, I love to learn, and am always up to a challenge. I get along well with others, while also working efficiently on my own. I am seeking a position where I can develop and excel while giving my best to an employer.

Business Development, Product Management, Marketing Research, Business Development, Sales Process, Business Strategy, Leadership, Strategy, Product Development, Pipeline Growth, Customer Engagement, B2B, Negotiation, Direct Sales, SAAS, Team Management, Competitive Analysis

Freshdesk Inc.

May 2014 to Present

Business Development Manager

- Thorough Sales professional responsible for New Business Development for Freshdesk- a Cloud based Help desk Software Company. Takes charge of North America for the company in Small & Medium business market segment. Introduces Freshdesk to International Businesses and helps existing enterprise customers gain value from their usage of Freshdesk. Helps small businesses increase sales, improve customer service, generate more leads, and better manage their business with the world's best customer service platform.
- Trained in establishing first contact with the prospect and understanding needs/pain points thus adding value to their use cases.
- Believer of consultative sales technique.
- Expertise in direct sales in enterprise level software sales and SaaS, account strategies, presentations, customer negotiation
- Has Dynamic communication, presentation, negotiation, and relationship building skills
- Focus is on helping our customers, existing and new, transform their customer service into customer engagement through multiple support channels

Matrix Cellular

February 2012 to May

Assistant Manager

2012

- By implementing a company focused expansion strategy, I was able to help the company to increase sales by 10%, target new customers and retain existing customers showcasing exceptional interpersonal skills
- Displayed strong analytical skills by formulating & delivering a comprehensive internal trouble ticket resolution framework
- Researched the inter departmental communications to understand key patterns by interacting with Business users and division supervisors
- Collaborated with technical team to design and re-engineer existing ticket resolution procedure by creating effective business process flow diagrams using BPMN techniques thereby gaining hands on experience of Microsoft Visio
- By operationalizing the IT service desk, I was able to reduce annual employee cost by 50% (Rs. 3,60,000 pa), within 60 days

Ericsson

October 2009 to April

Core Switch O & M Engineer

2011

- Led the entire Punjab MSC R13 end to end project implementation for a span of 6 months leading to increase in network utilization by 40%
- Spearheaded the hiring process of 40 Tele callers for MNP testing in a high volume and time sensitive environment
- Analyzed the test results thereby conceiving & planning rectification of critical alarms in the MSC's to prevent loss in revenue
- Creating route, signaling definitions, link creation and conducting number analysis & routing analysis
- Involved in testing and LRN definitions for implementation and roll out of Mobile number Portability in Airtel Punjab circle

EDUCATION

Great Lakes Institute of Management

2012 to 2014

Post graduate Diploma in Management

Specilization in Sales & Marketing

Chitkara Institute of Engineering & Technology

2005 to 2009

B Tech

Studied Electronics & telecommunication

PUBLICATIONS

Mobility

December 7, 2012

IFLA

Access to information makes us independent but also brings us closer to the people and things we depend on to share their data so that we can complete our tasks. In a connected world, a new philosophy is spreading, and it is much larger than the technology itself.

LANGUAGES

English (Full professional proficiency)

RECOMMENDATIONS

Gaurav Mittal

Ankit is skilled person, with great potential. His excellent communication skills and technical background put him apart from others. In last few years he has worked hard with focuss on his goals.