

Nameesh Gosain

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CAREER OBJECTIVE

To be an astute learner and the best performer in your organization which can let me build an innovative career in your esteemed organization by using my skills and other significant talents

PROFESSIONAL SUMMARY

- Over 3 years of experience in Sales & Marketing, Operations' Management and CRM
- Proficient in implementing competitive marketing strategies and contributing towards enhancing market penetration, business volumes and growth
- Expertise in achieving service delivery and process targets with excellent networking and negotiating skills

PROFESSIONAL EXPERIENCE

Tolexo Online Pvt. Ltd. : Assistant Manager – Sales (May' 15 – Present)

JOB RESPONSIBILITIES

- Corporate sales across India for varied industrial product categories in sectors like Manufacturing, Services, Infrastructure, MRO, Power, Energy, Facilities, EPC etc.
- Adopting different sales strategies by targeting customers in the Large, ME & SME sector customers.
- Develop and execute strategic sales plan to increase sales volume from key accounts. Set annual brand and category sales goals
- Meet Customers to evaluate brand performance and collect market share information

ACHIEVEMENTS

- Awarded for the Outstanding Contribution/Performance

IndustryBuying.com : Key Account Manager (May' 14 – April' 15)

JOB RESPONSIBILITIES

- Offline sales across India for multiple SKU's
- Catering to customers in sectors like Manufacturing, Services, Infrastructure, MRO, Power, Energy, Facilities, EPC etc. & identifying their core needs
- Driving sales revenue through existing as well as new accounts

Convergys India Services : Sr. Business Process Associate (July'11 – Feb'12)

JOB RESPONSIBILITIES

- Worked for **Orange** (UK) in Handset support & service faults
- Provided client support and technical issue resolution via E-Mail, phone, solving client queries related to network, services provided etc.
- Acting as an escalation gate to resolve critical issues of the team members mentoring new joiners in the team

ACHIEVEMENTS

- Best Team Player for consecutively 5 months in Convergys
- Top performer in Customer Delight category
- Best Customer support Executive in Client satisfaction

Aegis International BPO services : Business Process Executive (July'10 – March'11)

JOB RESPONSIBILITIES

- Worked as a collection executive for **Bank of America** process in 1st party credit card collections
- Also worked for **Compu-Credit (US)** in 1st party credit card collection
- Monitoring client account details for any non-payment, any delayed payments and other irregularities
- Resolving customer complaints and ensuring resolution through proper communication and if required goodwill, compensation etc.

ACHIEVEMENTS

- Awarded as Best Collection Executive in Negotiation Skills for 2 quarters
- Awarded as the Highest Collector for consecutive 5 months
- Awarded for BEST ARRANGEMENT SKILLS in terms of collection and call quality

OTHER ACHIEVEMENTS

- Worked as a Placement Co-ordinator in IBS Gurgaon, handled a team of 50 members
- Won Inter-School Dramatics Competition - Nationals (1st)
- Won Inter-College Dramatics Competition - Nationals (1st)

ACADEMIC QUALIFICATION

Degree/Certificate	Institute	Board / University	Year of Passing	%Marks/CGPA
MBA (PGPM)	ICFAI Business School	ICFAI University	2014	7.29
B.Sc.(H)	Periyar Institute	Periyar University	2010-11	58.9%
XIIth	Modern Vidya Niketan	CBSE	2007	88.25%
Xth	St. Anthony's	CBSE	2005	75.2%

Summer Internship : Ernst & Young LLP (March '13 – June'13)

Project on **Entrepreneur of the Year Award** with research methodology as Secondary data and duration of this project was 14 weeks

PERSONAL DETAILS

Date of Birth: August 10, 1989

References: On Demand

Date: March 15th, 2016

(Nameesh Gosain)