

# CURRICULUM VITAE

## SACHIN PATIL

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Karnataka

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### **Carrier Objective :**

Aim to be associated with a progressive organization that gives me the scope to apply my knowledge and skills especially in the area of development and to involve, part of the team that dynamically works towards the growth of the organization. Always strive to do very best evaluate success in order to live up to the standards set by management.

### **Educational Qualifications :**

Qualification	Institution	Board / University	Years of Passing	Percentage
MBA	Guru Nanak Dev Engineering College, Bidar.	Visvesvaraya Technological University, Belgavi	2016	60 %
BCA	Karnataka Arts, Commerce and Science College, Bidar	Gulbarga University, Gulbarga	2014	62.37%
P.U.C.	Shri Mate Manikeshwari College, Bidar.	Pre-University Board Bangalore	2011	42 %
S.S.L.C.	Smt.Indirabai Guruthappa Shetkar, High School, Bidar.	Karnataka Secondary State Board	2009	65.76 %

### **Carrer Summary :**

**Company : Airtel India**

**Position : CRO (Customer Relationship Manager )**

**Period : Working since January 2017 to November 10<sup>th</sup> 2022**

## **Company : Bharti Airtel Ltd**

Promoted as Territory Sales Manager

**Period :** Working since November 10<sup>th</sup> 2022 to as on going.

**Handling 4 areas for Airtel broadband services**

### **Duties :**

- Resolving customer queries.
- Responsible for customer relationships after sale or service process is complete.
- We make sure that customer inquiries are handled in a timely and organised manner.
- To train associates on daily operations and create business models.

### **Roles and Responsibilities:**

- Training of field resources.
- Gate meeting at defined areas.
- Visits are defined norms.
- Responsible for KPI delivery as per Target.
- Responsible for identification of improvement areas and define corrective actions.
- Responsible for installation shifting reactivation, speed /technology upgradation for airtel broadband services customers in the defined areas.
- Strengthen partner infra to ensure timely delivery.
- Responsible for quality of installation / workmanship.
- Responsible for continuous improvement in customer experience.
- S2S(New sales, rental upgrade technology migration LoB products etc) through installation team.
- Optimum use of resources with planned productivity.
- Responsible for timely material consumption.
- Work closely with all stakeholders to ensure smooth operations.

### ***Strengths :***

- Ability to work under time and accuracy pressures.
- Great desire to learn.
- Easy adaptability to various work environments.
- Positive attitude, Self Motivating, Hard Worker.

### ***Personal Qualities :***

- Strong leadership and motivational skills.
- Ability to handle pressure.
- Excellent in communication in written and verbal both.
- Ability to handle the team.

### ***Project Details :***

**Name** : “A Study on Customers expectations towards YAMAHA Motors”

**Duration** : 10 Weeks

**Organization** : Anande Motors, Bidar.

**Description** : Study was undertaken to find out the awareness level of various customers expectations towards Yamaha Bikes.

### **Objectiv**

- To view the satisfaction level of the customers of two wheeler vehicles in Yamaha.

### **Sources of data collection:**

- Primary source
- Secondary sour

**Extra Curricular Activities :**

- Successfully organized and participated in two days National Level Workshop on “IGNITING SOFTSKILL” at GNDEC, Bidar.

**Personnel Details :**

Name	:	Sachin Patil
Father Name	:	Sopanrao Patil
Date of Birth	:	30-08-1993
Sex	:	Male
Marital Status	:	Single
Nationality	:	Indian
Languages Known	:	English, Hindi, Kannada, Telugu and Marathi
Permanent Address	:	SACHINPATIL H.No: 16-1-368/1, Kailash Nagar, Gumpa Road, Bidar. 585401. Karnataka

**Declaration :**

I hereby declare that all the information stated above is true to the best of my knowledge

Current Location : Bidar

Date:

(SACHIN PATIL)