


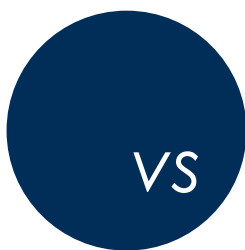


## • Contact

-  Mumbai, MH, 400070
-  836 806 5179
-  Vikrant.singh@microscan.com

## • Skills

1. Managing Operation, Maintenance and Installation of Retail Facilities
  2. Hardware replacement.
  3. Data creation and Management.
  4. MS-office, Advanced Excel, MS Access
- Account management
  - Business Development
  - Customer Service
  - Customer support
  - Sales
  - Team Management and Office



# Vikrant Singh

***A competent professional with 8+ years' experience in customer service and Sales. Currently associated with Microscan Infocommtech Pvt Ltd as a Business Development Manager in Sales Department. An Out –of-the-Box Thinker with a proven track record of increasing revenues, Quality, streamlining workflow and creating a teamwork environment to enhance productivity. A proactive leader and planner with expertise in strategic planning, a skilled communicator with exceptional abilities in team management and accuracy. Proven skills in managing teams to work in sync with the corporate set parameters & motivating them for achieving business and individual goals.***

## • Work History

2019-11 -  
Current

### **Business Development Manager**

Microscan Infocommtech Pvt Ltd: , Mumbai, India, Maharashtra

- Capitalized on industry and marketplace trends to strategize solutions and enhance business operations.
- Identified and pursued valuable business opportunities to generate new company revenue and improve bottom line profit.
- Organized promotional events and interacted with community to increase sales volume.
- Maintained routine communication with clients to assess overall satisfaction, resolve complaints and promote new offerings.
- Performed cold-calling and follow-ups with leads to secure new revenue.
- Monitored weekly sales to write reports for senior leadership and streamline operational processes.
- Collected data and performed customer needs analysis.
- Worked with existing customers to increase

purchases of products and services.

2017-03 -  
2019-08

## **Asst-Manager**

Reliance Jio Giga Fibre , Gurugram, Haryana

- *BTL and ATL Activity with team*
- *Customer Acquisition*
- *Building Acquisition*
- *Team Management and Office Escalations.*
- *Achieving Weekly and Monthly Targets with Teamwork.*
- *Securing business by ensuring adding new Broadband Customers and minimum churn into assigned territory.*
- *Actively involved sales of Voice & Internet services to high level clients and keen on achieving*
- *Pre-set targets in revenue terms and augmenting business with strict adherence to organization's controls and procedures.*
- *Generation of presales leads- initial acquisition of clients.*
- *Boosted team member productivity by enhancing performance monitoring and instituting motivational approaches.*
- *Applied strong leadership talents and problem-solving skills to maintain team efficiency and organize workflows to meet any daily demand.*

2014-09 -  
2016-12

## **Senior Executive Officer**

Essel Group Siti Broadband Private Limited , New Delhi, Delhi

- *Responsibility : Head of Support Operations & Sales, Complaints & Queries, Learning & Development.*
- *Key Contributions :.*
- *Handling Broadband (Pre-Paid) Sales in Both Paschim Vihar and South Delhi.*
- *KRA includes revenue generation from the Existing LCO's for broadband, interacting with new lco's for new area roll out.*
- *Securing business by ensuring adding new*

Broadband Customers and minimum churn into assigned territory.

- Interacting with Distributors / LCO 's for training and development about new technologies both in Video and Broadband.
- Master Data Creation and Management.
- Activation, Deactivation, Additions.
- SAF Monitoring and Validations.
- Customer life cycle & Validation.
- Vendor coordination.
- GRV Hardware Replacement.
- DB/LCO Management.
- Queries & Complaints resolution within TAT.
- Planning, Communicating and Problem solving.
- Worked on Team Dynamics and Relationships.
- E-Mail response- To Branch/Zones/ Clients, Vendors, LCO Reps reverts of their Query Request /complain received on the E-Mail.
- Preparing Daily, Weekly & Monthly basis unit wise net growth (usage of MS Excel Aggregate, Lookup, Logical, Math, Date & Time, Text functions, Pivot table, Pivot Chart, Table, Left, Right etc).

2012-04 -  
2014-08

## **Team Leader**

Bharti Airtel Private Limited , New-Delhi, India, Delhi

- Responsibility : Team Leader at Broadband Installation Department & Sales Key Contributions :.
- Actively involved sales of Voice & Internet (PRI, Broadband & ILL) services to corporate clients and keen on achieving.
- Pre-set targets in revenue terms and augmenting business with strict adherence to organization's controls and procedures.
- Generation of presales leads- initial acquisition of clients.
- Sales of PRI, Internet leased lines.
- Identifying potential clients and key account management.
- Providing superior levels of personalized service to

existing and new clients to ensure satisfaction, cross-sell and deepen relationships.

- Acquiring and managing corporate relationships.
- Worked on the client complaints and provided solutions.
- Created Technical documents for solutions during installations and shifting.
- Worked on the performance improvisation.
- Mentored new Resources and guided them.
- Delivered all the requirements in time.
- Well communicated with other Teams.
- Achievement with Bharti Airtel Ltd as Team leader.
- Year closing of 2012-13, achieve 140% of Target.
- Year closing of 2013-14, achieve 130% of Target.

## • Education

2009-04 -  
2012-05

**B.Com: Accounting And Finance**

Bhundhelkhand University - Jhansi

## • Certifications

Marital Status : Un-Married

Nationality : Indian.

Address : Flat no 501 lavender Mantri park Goregaon east

## • Travelling , Cricket , Chess ,

I love travelling

State level Cricket Player

State Level Chess Champion