

Curriculum Vitae

Ratnesh Patel

Mobile: +91 7620 179 136

Email: ratneshpatel27@gmail.com

Address: 701, Akshay Vikram Society
Phase 3, New DP Road, Vishal Nagar



IT PRODUCTS AND SOLUTIONS SALES (6 Years 3 Months)

OBJECTIVE:

To obtain a challenging position in the revenue generation department of the Company through Empathy, Focus, Enthusiasm, Responsibility and Optimism. I want to be a part of a company working on highly challenging and exciting projects in emerging areas and want to incorporate my skills towards the growth of my organization.

EDUCATION:

Session	Exam	Institution	Result
2003 - 2004	10 th , Secondary School Certificate	New Vision School Burhanpur, M.P.	65%
2004 - 2005	12 th , Higher School Certificate	Seva Sadan School Burhanpur, M.P.	61%
2005 - 2009	Bachelor of Engineering	Indira Gandhi Engineering, Sagar, M.P.	72%
2010 - 2012	Master of Business Administration	Amity Global Business School, Indore, M.P.	74%

SUMMARY OF CAPABILITIES

Attend International IT Tradeshows / Lead Generation / Requirement Gathering / Bidding / Email Marketing / Product & Solutions Selling / High Impact Sales Presentations / Customer Need Assessment / Problem Solving / Customer Relationship / Revenue Increase / Price Negotiation / Contract & Invoice

SALES EXPERTISE:

Software Consulting, Business Intelligence, Big Data & Analytics, Cloud Computing, Internet of Things (IoT), ERP & CRM, Mobile Application, Augmented Reality, Virtual Reality, Enterprise Portal & Content Management, Gaming, Quality Assurance & Testing, UI/UX Design, Internet Marketing

ENGAGEMENT MODEL KNOW-HOW:

On-site/Offsite Fixed Cost, Time & Material basis, Staff Augmentation, ODC/BOT Model

SALES TOOLS KNOW-HOW:

Salesforce, MailChimp, Upwork, Guru, Freelancer.com, Peopleperhour.com, ThomasNet, Hoovers, Zoom Information, Manta, Data.com, LinkedIn Sales Navigator, Hotfrog, USdirectory etc.

BUSINESS ANALYSIS TOOLS KNOW-HOW:

Wireframe Sketcher, Balsamiq, Axure Software, Microsoft Visio, Gliffy Diagrams, Proto.io, InVision

PROFESSIONAL EXPERIENCE

NEOSOFT TECHNOLOGIES

June 2016 – Present (1 Year 11 Months)

www.neosofttech.com

Senior Business Development Executive

- Lead generation through modern trend sales platforms
 - Responsible of taking care of International Exhibition and in-bound leads
 - Responsible for global channel partnerships
 - Handling entire Sales Cycle from Lead generation, requirement gathering to after sales support
 - Maintain all customer and sales details in Salesforce.com
 - Responsible for keeping our Sales Contracts and NDA's up to date and for checking all sales contracts prior to signature to ensure company policies are upheld
 - Responsible to continually refine the sales process and ensure that the Sales Team work effectively and prioritize workloads
 - Drive Sales forecasting, pipeline, account coverage, and territory planning processes
 - Understand financial concepts associated with project management; prepare cost estimates, monitor revenue and profitability and take any corrective action if needed; manage project budget, Meeting and liaising with the clients with specific customized concepts to ensure achievement of their objectives
 - Handle the ownership by project scheduling, project co-ordination and project completion
-

FUTURISM TECHNOLOGIES INC.

June 2015 – May 2016 (1 Year)

www.futurismtechnologies.com

Senior Business Development Executive

- Attended International HKTDC ICT EXPO HONG KONG
 - Experience of software product and solution selling
 - High Impact Sales Presentations
 - Requirement Gathering and Customer Need Assessment
 - Project Cost Negotiation
 - Contract & Invoice
 - Project coordination and after sales support
-

CDN SOFTWARE SOLUTIONS

February 2012 – May 2015 (3 Years 4 Months)

www.cdnsol.com

Business Development & Analysis

- Attended International IT Event GITEX DUBAI and INDIASOFT in Mumbai, Bangalore & Kolkata.
- In-house software product selling
- Establishing trendsetter ideas by researching industry and related events, publications and announcements; tracking individual contributors and their accomplishments

- Proposing potential business deals by contacting potential partners; discovering and exploring opportunities
- Developing negotiating strategies and positions by studying integration of new venture with company strategies and operations; examining risks and potentials; estimating partners' needs and goals
- Closing new business deals by coordinating requirements; developing and negotiating contracts; integrating contract requirements with business operations
- Schedule and attend client meetings on-site
- Experience in Bidding for IT projects on various platforms like Upwork, Freelancer.com, Elance, Guru etc.
- Actively involved in managing Escalation calls activities

FIRST SOURCE SOLUTIONS

January – October 2010 (10 Months)

<http://www.firstsource.com/Default.aspx>

Customer Service Associate

- Providing help and advice to customers, communicating courteously with customers by telephone, email, letter and face to face
- Investigating and solving customers' problems, which may be complex or long-standing problems that have been passed on by customer service assistants
- Handling customer complaints and troubleshooting complex issues. Issuing refunds or compensation to customers
- Keeping accurate records of discussions or correspondence with customers
- Analyzing statistics or other data to determine the level of customer service to provide as per customer profiles
- Producing written information for customers, often involving cross-selling and up-selling Packages/software
- Writing reports and analyzing the customer service, Developing feedback procedures
- Meeting with other managers to discuss possible improvements to customer service
- Keeping ahead of developments in customer service by reading relevant journals, going to meetings and attending regular briefing sessions

PERSONAL INFORMATION

Father's Name	Rajendra Patel
Date of Birth	26-Sep-1987
Marital Status	Married
Native Language, Place	Gujarati, Burhanpur Madhya Pradesh
Hobbies	Travelling, Gymming

Notice Period: 1 Month