

Dheeraj Kumar Pathak

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Seeking challenging managerial opportunity in the area of Business Development, Key Account Management/ Customer Service Operations in the Telecom Sector

Experience/ skills/ knowledge and area of expertise are:

Sales & Marketing, Customer Service Operations, Folder Management, Audits (Mystery/Service/Quality), VAS, Business Development /Product Promotions, Relationship Management, Training and Development.

Career Contour

Core Competencies

Strategic Planning: Formulating business strategies and strategic utilization and deployment of available resources to achieve organizational business objectives. Establishing corporate goals, short term and long term budgets and developing business plans for the achievement of these goals.

Sales Promotion & New Product Launches: Conceptualizing and implementing sales promotional strategies for Post-paid & pre-paid sales as a part of brand building and market development effort. Building brand focus in conjunction with operational requirements. Ensuring maximum brand visibility and capturing optimum market shares. Devising & implementing pre & post marketing activities for successful launch of new products. Planning & organizing marketing / promotional campaigns to create brand awareness. Conducting Kiosk activities.

Operations: Ensuring adherence to the documentation process according to TRAI and as per DOT. Designing & defining customer segmentation approach, and effectuating different strategies for different segments of the customers. Managing delivery of value-added customer service for escalation of customer satisfaction levels for the high value corporate accounts as well as individual customers.

Team Management: Providing direction, motivation and training to the team, ensuring optimum performance. Recruiting, mentoring & training executives and managers to deliver quality services in market.

People Management: Managing the people within the organization. Focus on both hiring the right people and then getting the most out of these people, provide the organization with the best talent available that meets the needs of the business.

Growth Path:

Feb 14- till Now	Store Supervisor --Airtel (Own Retail)-Bharti Airtel Limited
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Accountabilities: Store Supervisor – Airtel own retail

- Identifying and approaching subscriber to achieve primary targets for sales Value added services.
- Coordinating with Corporate, B2B & direct sales team to implement sales strategy.
- Maintaining store hygiene and keeping proper record of stock detail.
- Ensuring that the document acceptance is as per TRAI Standard and originals are verified at the POS.
- Monitoring the Data Entry Operations from the POS till end activation of the number.
- Conducting Executive recruitment, training colleagues to help them improve their efficiency.
- Assigning monthly targets to team and helping them in achieving the same.

- Cultivate productive relationship with existing customer base to achieve high level of service satisfaction.
- Backup trainer for Customer Services agents and outsourced agents, for product process and soft skills.
- Handling recruitment process of front end agents.
- Designing training modules for product, process & soft skill trainings.
- Assigning recruitment tests and filtering the agents for front end Job.
- Handling Escalated Cases at the Gallery
- Attending and resolving customer issues and handling walk-in customers.
- Voluntary Churn: Ensure FTR to customer and focus on high value customer with customer delight.

Additional Responsibility

- Generating MNP churns thru daily walk-ins at the Counter.
- Maintaining the standards of the Kiosk as per Airtel Norms.
- Ensuring all the product and brochures are available at the counter.
- Training the Customer Service agent to attend and resolve customer queries.
- Focus on 4g Sales and Upgrade 3g Plans to 4G.

Academia

- Passed T.Y.B.A From Purvanchal University in May 2013
- Passed H.S.C. From U.P Board in May 2010
- Passed S.S.C. From U.P Board in May 2006

INFORMATION TECHNOLOGY SKILLS:

- MSCIT in 2010
- Diploma In Office Management

IT Skills: Well versed with MS Office & Windows.

Hobbies

- Play cricket
- Ridding bike

Personal Dossier

Date of Birth: 16th October 1991
 Linguistic Proficiency: English, Hindi, Marathi
 Address: Room No. C-1/B, Sai baba society Chawl, Ganesh Nagar, Parerawari Hill , Sakinaka, Mumbai 400 072.

DECLARATION:

The above mentioned information is true to the best of my knowledge.

Place: **Mumbai**

Date :