

CURRICULUM VITAE

Sanjay Raj

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Objective:

To carve a niche for myself in the field of Sales, Service, Marketing and Management

PROFESSIONAL EXPERIENCE

Atria Convergence Technologies Pvt Ltd Executive Community since May 2017 to till date

Key Role and Responsibility:

- Installation of the Fibernet connection .
- Handling the complaints of Internet connection faults within Given TAT.
- Achieving the Sales, Collection and Installation within Gart period
- Taking a Prominent Target and achieving Targets Given for Installation and Complaints.
- Keeping the track of the customers and giving the service of updating.

Beekay Telemedia Services Field Officer since August 2015 to April 2017

Key Role and Responsibility:

- Installation of the Broadband and Telephone connection.
- Handling the complaints of Voice+Dsl faults within a given TAT
- Taking a Prominent Target and achieving Targets Given for Installation and Complaints.
- Keeping the track of the customers and giving the service of updating.

Sistema Shyam Teleservices Senior Direct Sales Associate since Sept-11 – to Dec- 2014

Key Role and Responsibility:

- Leadership role in terms of providing direction, defining processes & interfacing with customers.
- Responsible for closing corporate orders in bulk.
- Overseeing proper implementation of marketing plans and campaigns in area
- Ensuring proper implementation of communication and promotional strategy throughout the area
- Monitor the area for operational irregularities and take care of the same when they arise
- Ensure that the team functions properly and day-to-day requirement of the Targets are met
- Involving in taking important steps in advertising, and promotion of products.

**Sistema Shyam Teleservices
2010 to June-2011**

Customer Care Executive

May-

Work Location: Bangalore

Key Role and Responsibility:

- Possess excellent managerial and work management skills.
- Proficiency in organizing and operating large customer base on a daily basis.
- Supervising and maintaining, daily, weekly, and monthly reports, and statistical data.
- Development and executing plans and programs for better sales and customer services.
- Excellent communication and behavioural skills
- Provide constant feedback on company's products and market intelligence.
- Responsible for achieving target on product line.

**Falcon Teleservices (Bharti Airtel Ltd)
2010**

Customer Care Executive

March-2009 to April-

Work Location: Bangalore

Key Role and Responsibility:

- Handling Voluntary Churn for High Value Customers.
- Co-ordination and Retaining Upcountry Customer across Karnataka.
- Keeping track of suspension and controlling through low balance telecalling.
- Conversion from Postpaid and Prepaid, Transfer of Ownership, etc.
- Handling Proactive activities like Call Competitor, Call Forwarding, Temporary Suspension, Drop in Usage, Repeat Calls, Technical issues and involuntary issues of High Value Customers.
- 90% score on Customer Handling and Query Resolution & Complaint.
- 60% Postpaid Retentions on the cancellation received.

ACADEMIC CREDENTIALS

- **Bachelor's degree in Commerce (B.com) from Bangalore Institute of Learning (Correspondence)**
- **Puc from St. Joseph's College 2007**

PERSONAL DETAILS

Mother Name : N.Manjula
Date of Birth : 05/12/1989

Nationality : Indian
Religion : Hindu
Languages Known : Kannada, English, Hindi and Tamil.
Marital Status : Single

Date:

Place: Bangalore

Sanjay Raj