**VISHWANATH SINHA**

FLAT NO-1, GROUND FLOOR, PHASE-II, N.G.ENCLAVE, NEAR RIDDHI SIDDHI TOWER, MANVELPADA ROAD,VIRAR

(E),THANE-401303, INDIA.

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**Summary**

Proven track record in customer service, sales and marketing

Adept at handling customers and keeping customer experience as a top priority

Skilled at negotiating and a closing sale

Hands on experience in recruiting

Sound technical knowledge of MS OFFICE, good understanding of other IT concepts

Team player and motivator

Focused and dedicated, adept to change and keenness to learn new things

Completed a [Human Resources - Mega - Certificate in HR Management](https://www.udemy.com/people-management101/)

**WORK EXPERIENCE**

10. A. Working with Brighter Brain LLC since Oct 2015 as a Bench Sales

Recruiter.

Job Responsibilities : Calling vendors and checking for suitable openings,

updating CV of my consultants as per the JD, Sourcing for openings on Job

Boards, Follow up on interviews and also helping backend team with finalizing

the contract if the project is won

B. Worked with Tech Mahindra Business Solutions in Retentions from

September 2014 till August 2015

Process. At Tech Mahindra I worked for this retention process with a Global

Network Provider and one of United Kingdom (UK’s) largest network service

provider called 3G Global Services.

JOB ROLE: Here my Job profile was to retain customer’s who calling to cancel

contracts as they may not be happy with 3 services or may have got a better

option from some other network providers. My Department was called HEART

(Handset exchange and retention team). As a Retention Advisor it was our job

to provide excellent customer service, retain customers and upselling, ensure

that 3`s retention policy is adhered and not to forget my own performance and

the goals set by 3. I have been working with Tech Mahindra since 20 Sep 2014

C. Worked with BANK OF AMERICA since 19 Jan-2009 to 15 May 2014 as a

Senior Team Member-AOS level1 technical support.

Joined Bank of America as a team member for Home Retention Division.

Job Role: My profile was to help customer with their queries about their

mortgage’s, check their loan documents, collections and customer service,

was promoted as a Quality Analyst and was a QA for a 18 months then moved

to AOS level 1 technical support team.

Job Role: Customer Service, Customer Retention and sales, As a QA job role

was to do audits, send reports, provide feedback and training. With AOS L1

job role is handling technical issues of internal employees and

customer service.

D. Worked with IBM-DAKSH as a EXE-OPS (CUSTOMER SUPPORT) from

22 November 2006 till August 2008

Joined in IBM –DAKSH for a technical process (Broadband for National

Rate) and was in the PILOT BATCH for CUSTOMER SERVICE and promoted

as a SENIOR CCS, was also a **Team Leader/Dan Coach** from JAN 2008 till

December 2008 and was the TOP TALENT for the year 2008 and won the

Sabash Employee Award

Job Role: Customer Service and technical support, retaining customers with

new offers/upselling, Training new joiners and mentoring them, monitoring

calls. Handling new associates till a team is allocated to them. I also was a

Team lead for 6 to 8 months handling 8 associates for a short span of 5

months.

E . Worked with EPPCO (Emirates Petroleum Products Company) in DUBAI as a

CUSTOMER SERVICE AGENT (CASHIER CUM MERCHANDISER) for 3

years from 2003 till 2006

JOB RESPONSIBILITIES included handling of customers, giving good

customer service and ensuring company standards are maintained,

merchandising of products, maintain inventory, stock-taking and handling

supplies, selling of petrol card and other petroleum products.

Job Role: Sales, Customer service, merchandise of products, Stock taking

F. Helped my Father in our own business from 1993 to 2002

JOB RESPONSIBILITIES: Handle daily appointments, Proper delivery of

materials, Follow-up of raw materials, Payment of workers on time and

improve worker relation, VENDOR development, Increase SALES And

and CUSTOMER SATISFACTION, worker recruitment

Other Skills: Proficient in MS Office, Team Player, Knowledge of other IT concepts, HR

Policies

**EDUCATION**

9. a. Done graduation from MUMBAI UNIVERSITY with majors in ECONOMICS AND

PHYSCOLOGY (2006)

b. Done HSC from RIZVI COLLEGE in BANDRA (1992)

c. Done SSC from ST.MARYS HIGH SCHOOL in KALINA (1990)

d. Done Diploma in Computer Application from NIIT

**PERSONAL DETAILS**

1. NAME Vishwanath Sinha

2. AGE 41 years

3. DOB 22/04/1976

4. Nationality Indian

5. LANGUAGES English, Hindi, Marathi, Bengali

6. HOBBY Football, Cricket, Music

Remuneration: **Current CTC: 3,60,000 PA plus incentives**

**Expected CTC: 20% hike on CTC**

**Preferred Job location : Mumbai**

**Shift: Any Shift**

**Notice period : 15 days to 1 month**

**References:**

1. Name : Sudanva Bedi

Mobile: 09870005787

1. Name: Brian Soans

Mobile: 09867432898

THE INFORMATION PROVIDED BY ME IS TRUE TO THE BEST OF MY KNOWLEDGE

THANKING YOU,

WITH REGARDS

(VISHWANATH SINHA)

**“Don’t let the**[**fear**](http://addicted2success.com/success-advice/5-ways-to-destroy-the-illusion-of-fear/)**of losing be greater than the excitement of winning.”**