

Rakesh Mohan

Product/Sales Evangelist

With 17+ years of working experience in leading companies, I have gained driving data-based insights and knowledge for industries such as Service Provider, Large Enterprise, System Integrator with decisions involving Products, Sales, Operations, Services, Projects, Solutions & Support.

CONTACT

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WORK EXPERIENCE

No Employment Periods /17 + Years Overall Experience

2025 (Outside Malaysia) – January to December

2024 (Outside Malaysia) - June, July, August, September, November and December

2006 -2008 (Outside Malaysia) – 2 Years

Sales Manager – Global

Client: ZKJ Technologies Pte. Ltd | Employer: Ideal-careerbridge Holdings (Hong Kong) Limited March 2025 – 2025 October 30

- Develop and execute comprehensive sales strategies specifically for LLM, voice bot, and chatbot solutions, aligned with company growth objectives.
- Lead and manage the entire sales cycle for enterprise-level AI solution deployments, from prospecting and discovery to negotiation and deal closure.
- Build Partner and channel Management through ASEAN.
- Maintain a deep understanding of Large Language Model (LLM) capabilities, Natural Language Understanding (NLU), Speech-to-Text (STT), Text-to-Speech (TTS), and voice cloning technologies.
- Provide continuous coaching on consultative selling methodologies, objection handling (e.g., AI accuracy, job displacement, data security), and value-based selling for AI products.
- Act as a key liaison between the sales team and Product Development, Engineering, and R&D to convey market needs, influence product enhancements, and ensure successful solution delivery.
- Build and nurture strong, long-term relationships with key decision-makers and C-level executives within target organizations.
- Partner with Professional Services and Customer Success teams to ensure seamless implementation, high customer satisfaction, and identify upsell/cross-sell opportunities post-deployment.
- Possess expert knowledge of voice bot and chatbot functionalities, integration complexities (e.g., with CRM, ERP, UC, Contact Center, Telephony, VMS), and Dp models (cloud vs. on premises).

Technology Expertise

AI, ASR, NLP, NLU, LLM

Cloud Infrastructure

Data Center Services

Contact Center Solutions

Communication Platform

Unified Communications

Video Conferencing

SMS Platform

CRM, CSM, ITSM Platforms

Cloud Platforms

Networking Devices

Voice/Chat Bot Platforms

VOIP Infrastructure

EDUCATION

Degree

Computer Application
IIES -India,
2010

Diploma

Software Engineering
NIIT- India
2006

High School

Kendriya Vidyalaya
Kerala- India
2002

SKILLS

List all skills you have mastered throughout your career.

- Product Vision and Strategy
- User Research and Analysis
- Project Management
- Data Driven Decision Making
- Communication and Collaboration
- Familiarity with relevant technologies
- Strong understanding of the solutions being sold.

Presales Solution Manager – Global

Client/Employer: Cataleya PTE Ltd (India) | June 2024 – January 2025

- Collaborate with sales teams to identify and qualify potential customers for SaaS solutions.
- Manage Channel Sales and technical training activities
- Deep Industry Level Knowledge and working experience with F&B, e-commerce, Retail, Manufacturing, Banking and Insurance, Real Estate, Transportation and logistics, manufacturing etc.
- Developed and delivered compelling Product presentations and proposals to C-level executives and decision-makers. Conduct System Integrator, Customer Workshops with Key decision makers
- Provide technical/sales expertise and guidance to customers throughout the product/sales cycle.
- Understanding and deep knowledge on ERP, CRM, CSM, ITSM tools on sales and solutions front, Including API's such REST, SOAP, Graph, XML, Java, .net etc.
- Provide technical/sales training to System Integrator sales teams and channel partners on VOIP, Microsoft, Zoom, Salesforce, Dynamics etc. and other voice infrastructure products and solutions.
- Managing account management for over 100+ customer as success manager to upsell ideal voice infra products.
- Provide and assist customer SOC, RFP, RFI compliance documentations.
- Understanding of core network technologies like 4G/LTE, 5G, fiber optics, IP networks, and cloud computing. At the same time knowledge of network architecture, protocols (TCP/IP, SIP, UDP), and network security.

Presales Lead- APAC

Client: AudioCodes PTE Ltd | Employer: RP International Resources Malaysia Sdn. Bhd. January 2021 – May 2024

- Partnered with sales teams to drive sales of complex enterprise solutions, exceeding quota by 10% in 2023. Conduct Training and workshops for customers and channel partners
- Provided technical expertise and solution design to Fortune 500 clients.
- Major Accounts closed across ASEAN. Major vertical focused were BFSI, Airlines, Service Provider etc.

- Strategic Planning
 - Performance Management
 - Market Analysis & Research
 - Sales Process Optimization
 - Product Requirements definition
 - Sales Technology Expertise
 - Vertical Market Knowledge
 - Technical Expertise
 - Solution selling
 - Sales and Negotiation
 - Presentation Skills
 - Competitive Analysis
 - Relationship Building
 - Design Thinking
 - Industry Knowledge
 - Budgeting
 - Pricing
 - Technical Documentations
 - Time Management
 - Adaptability
 - Lifelong Learning
 - Customer Relationship Management
 - Marketing
 - Sales and Negotiation
 - Relationship building
 - Analytics
 - Market Knowledge
 - Business Development
- Conducted product demonstrations and presentations, effectively communicating value propositions to high-level decision-makers.
 - Conducted market research and competitive analysis to stay ahead of industry trends and ensure alignment with customer requirements.
 - Experience participating in RFP, Tenders, Security Compliance checklist, SOW, MSA, BOM evaluation and preparation.
 - Functional and technical expertise on technology stack vendors such as Microsoft, AWS, Google, Genesys, Cisco, Nice, Avaya, Talkdesk, 3CX, Zoom, Twilio, Vonage, VMware etc.
 - Managed customer relationships at the highest level, building trust and exceeding client expectations.
- Product Manager - Malaysia**
- Maxis Broadband Sdn Bhd / July 2019 – December 2021*
- Conducted user research and market analysis to identify customer needs and translate them into actionable product requirements.
 - Managed cross-functional teams (engineering, design, marketing) to ensure seamless product development and launch.
 - Managed two entity M&A for Maxis to increase core business revenue.
 - Managed the development and rollout of a critical product update, delivering on time and within budget. Deep level understanding on BSS, OSS, Mediation, CRM, CSM, SAAS tools used with in telco.
 - Owned the product roadmap, prioritizing features and driving product vision that aligned with market trends and business goals.
 - Understanding of core network technologies like 4G/LTE, 5G, fiber optics, IP networks, and cloud computing. At the same time knowledge of network architecture, protocols (TCP/IP, SIP), and network security.
 - Improved product conversion rate by 20% through A/B testing and user interface (UI) optimization.
 - Product Manager with a proven track record in developing and launching B2B SaaS products for the Telco industry.
 - Handled Product portfolio of SIP Trunking, DID, Calling Plan, Ucaas, Ccaas, SaaS, CPaaS, Cloud, Digital Workspace.

- Data Science
- TensorFlow
- Prompt Engineering
- Big Data
- Data Visualization
- Generative AI
- Reinforcement Learning
- Predictive Analytics
- Algorithm Development
- Feature Engineering
- Time Series Analysis
- Transfer Learning
- Semi-Supervised Learning
- Microsoft Teams
- Genesys
- Avaya
- Zoom
- Talkdesk
- NICE
- AudioCodes
- Ribbon
- FreeSwitch
- FreePBX
- Kazo
- Vonage
- Cisco
- Webex
- CUCM
- Oracle

Solution Consultant - APAC

NTT Ltd | March 2018 – June 2019

- Possess strong technical knowledge of Data Center, Virtualization, VOIP, Network, Security, SaaS Application etc. and the ability to translate complex functionalities into understandable terms for clients. And Focused Pre-Sales Target of 16 RM Million Per year.
 - Conducted in-depth needs assessments to identify customer pain points and opportunities for improvement. Translated business requirements into technical solutions aligned with client budgets and timelines.
 - Focused on Data center, Networking & Switching, VOIP product portfolio
 - Partnered with technical teams to design and implement customized solutions that addressed complex business challenges for key clients.
 - Experience participating in RFP, Tenders, Security Compliance checklist, SOW, MSA, BOM evaluation and preparation. And Major accounts handled are JIO, DHL, Manulife, CIMB, Singapore Airlines etc.
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Solution Consultant - APAC

Client: Polycom Ltd | Employer: Kelly Services Sdn Bhd - September 2016 – March 2018

- Conducted thorough needs assessments to understand customer requirements and recommend the most suitable Polycom solution for their communication and collaboration needs.
- Supported ongoing customer needs by offering technical guidance, troubleshooting issues, and ensuring optimal system performance. Provided comprehensive user training on Polycom functionalities, empowering users to leverage the full potential of the system and improve collaboration efficiency.
- Provide expert-level technical support for complex audio and video conferencing product issues, including hardware, software, network connectivity, and interoperability challenges.
- Optimize system performance by adjusting settings, managing bandwidth, and ensuring compatibility with various Unified Communications (UC) environments (e.g., Microsoft Teams, Zoom, Google Meet, Webex).

Professional Certifications

- Microsoft Certified Professional
- Cisco Certified Professional
- ITIL Certified Professional
- Polycom Certified Professional
- Project Management Certified

Personal

- Nationality: Indian
- Passport: Z6779201
- Languages Known:
English, Hindi, Tamil,
Malayalam etc.

Service Delivery Consultant – Global Region

Hewlett Packet Enterprise (HPE) | March 2009 – August 2016

- Managed project resources, including budget, timelines, and team members, ensuring efficient delivery, and achieving project objectives.
- Managing Voice Infrastructure for Global clients such P&G, Unilever, AT&T etc.
- Communicated effectively with stakeholders (clients, internal teams) regarding project status, risks, and changes, keeping everyone informed and aligned.
- Strong analytical and problem-solving skills to identify and resolve service delivery challenges.
- Functional and technical expertise on technology stack vendors such as HPE, Cisco, Avaya, Polycom, Skype, Lync, Avaya, Genesys etc.
- Handled Support, Service Delivery, Project Management, Change management, Incident Management, Problem Management etc. roles throughout my HPE career.

Business Process Executive- Americas Region

Sutherland Global Services | March 2006 - September 2008

- Provided first-line technical support to internal and external clients via phone, email, and remote desktop connections.
- Played a key role in maintaining a high level of IT service availability and user productivity.
- Documented all support interactions and solutions to maintain a knowledge base for future reference.
- Diagnosed and resolved a wide range of hardware, software, and network issues, ensuring timely resolution and user satisfaction.

I hereby declare that the information furnished above is true to the best of my knowledge and confidential. Rakesh Mohan