

# ROHIT JOSHI

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## SUMMARY

With a solid background in customer relationship management, I bring my communication and problem-solving skills to pre-sales. My experience in effectively translating customer needs into tailored solutions, along with my ability to collaborate with clients, ensures a smooth sales process. I've consistently driven value by demonstrating products, addressing client concerns, and aligning solutions to business goals, which will seamlessly transfer to pre-sales in delivering strategic support that enhances customer satisfaction and drives revenue growth.

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## EXPERIENCE

**Pre-Sales Executive, 09/2023 - Current**  
**IO digital**

- Experience in assessing customer needs and developing tailored technical solutions to meet their requirements.
- Ability to present and demo products to potential clients, showcasing features and benefits that address specific pain points.
- Supporting sales teams by providing technical insights, preparing proposals, and assisting with client meetings to ensure a smooth sales process.
- Building strong relationships with clients, understanding their needs.
- Handling all inbounds Query and Chatbot for lead generation.
- Handled customer concerns and escalated major issues to Manager.
- Managed complaints with calm, clear communication and problem-solving.
- Met budget targets through responsible planning and resource allocation.

**Data Entry And designing, 04/2021 - 04/2023**  
**TCPL Pvt Ltd - HARIDWAR**

- Maintained a comprehensive record of company data on Microsoft Excel every month.
  - Created and organized an informative PowerPoint deck for the company.
  - Managed and updated machine data records regularly on an excel sheet.
  - Performed job corrections during printing process
  - Identified errors in data entry and related issues, reporting to supervisors for resolution.
  - Created and maintained spreadsheets using Excel.
  - Trained new staff on data entry procedures, promoting a culture of knowledge sharing and continuous improvement.
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## CONTACT

**Address:** Haridwar, India 110018

**Phone:** +91-8394899130

**Email:** joshirohit99@gmail.com

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## PERSONAL INFORMATION

- Father's Name: Mr. Bhuwan Chand Joshi
  - Date of birth: 09/20/1999
  - Gender: Male
  - Nationality: Indian
  - Marital status: Unmarried
  - Religion: Hindu
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## SKILLS

- Good communication skills. Determined to learn with a practical approach. Teamwork spirit and positive approach.
- Punctuality and consistency.
- Complaint handling and resolution
- Google Workspace
- Basic knowledge of MS-excel

## EDUCATION

**Master of Science, Computer science, 2023**

Chinmaya degree collage - Haridwar, UT

**B.Sc. (Computer Science), Computer science, 2019**

Chinmaya degree collage - Haridwar, UT

**Intermediate, Science, 2016**

Holy Ganges Public School - Haridwar, UT

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## LANGUAGES

Hindi

English

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## DISCLAIMER

I hereby declare that the above-mentioned information is true to the best of my knowledge and belief.