# Ramith Rao R.

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**OBJECTIVE**

A customer & process driven manager with a sound understanding of business, seeking a Sales/Operations Management position in an organization where I can apply my experience of close to 10 years in the BPO/ITES industry

**HIGHLIGHTS**

* Seasoned professional with outstanding skills in client relationship/account management, customer service, strategic planning,sales and business development
* Out-of-the-box thinker with a proven track record of increasing revenues, streamlining workflow and creating a team work environment to enhance profitability innovatively
* A skilled communicator with exceptional presentation skills in leading cross functional teams and establishing beneficial relationships

**EXPERIENCE**

Reachout Techno-Soft Services Pvt. Ltd. – January – 2014 – Present

**Associate Director:** Leading the effort, with executive management, to define, evolve, and innovate Reachout Services

* Provide strategic direction and leadership to ensure success of each division
* Motivating a team of employees, preparing budgets & tracking overall operations
* Developing sales plans & profit targets in areas of overall account management, business generation and prospecting of new clients

Akamai Technologies, Inc – April – 2008 – January 2011

**Senior Relationship Manager:** Devising and executing sales & marketing programs in varied territories and responsible for sales performance for 3 campaigns including tactical plans, new product launches & account strategies. Handling up-selling, cross-selling and reference-selling by highlighting new platform components.

* Rated among the top 3 Relationship Managers by achieving close to 200% of the sales target in 2009
* Mentored and trained the newly joined members in the team to ensure a faster learning curve
* Played a pivotal role in recruitment

e4e Business Solutions India Pvt. Ltd. – May 2001 – Nov 2007

**Asst. Manager – Operations**(2006-2007)**:**Reporting to VP – Sales and Operations, managed operations for 5 projects/process with a team of 60 people and worked towards being recognized as highest productive manager. Improvisedvarious delivery of results on SLAs such as Service Levels, Quality of Service, Customer Satisfaction, Average Talk Time and a few other internal metrics by encouraging and motivating the team to be consistent on the deliverables.

* Responsible for increasing revenue by over 25%
* Ensured 0% attrition for a complete year
* Managed end to end of operations, meeting goals and deadlines consistently

**Team Leader – Operations** (2003-2006):Handling about 25 members, delivery of SLA’s was the main focus along with preparing roster and schedule adherence of the team. Also conducted one to one review performance of each team member and provided feedback to reach their goals.

* Awarded best employee of the month in April - 2005
* Rated highest customer satisfaction score for the team consistently for 3 months
* Best team award thrice in a row

**Customer Support Representative** (2001-2003): Joined the 1st batch of the sales team in selling satellite dishes and entertainment channels to clients in U.S. Was then offered to move to the pilot batch to sell 1st& 2nd mortgages and refinancing to Citibank client in U.S. and was promoted as a backup team leaderfor the inbound process involved in process & customer support to Citibank clients in U.S.

* Highest sales on the 1st day and 1st week of going live
* Best Quality award
* Proactively assisted the operations and quality team in maintaining the SLA

**EDUCATION**

* Executive MBA in Sales from The Indian Institute Of Business Management and Studies [Awaiting results]
* Advanced Diploma in Information Technology from The Indian Institute Of Business Management and Studies in 2012
* Bachelor of Mechanical Engineering from S.D.M. College of Engg. & Technology, Dharwad in 2000 [Incomplete]
* Pre University from P.C. Jabin Science College, Hubli in 1995

**OTHER RELEVANT FACTS**

* Successfully completed the BASHO Sales training
* Attended numerous trainings on Sales, Leadership, Performance Review etc.

**PERSONAL DETAILS**

* Date of Birth: 27th November, 1977
* Address: B6 - 102, Shriram Spandhana, Challagatta,Bangalore - 560037