



JIM ALEX

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Career spanning 5 years of Sales experiences in various sectors including - Education /Training, IT/ITES/BPO/Customer Service

Key Strengths: Rapport Generator • Communication Skills • Categorizing & Prioritizing customers

- **Passionate about innovations and Quest in approaching differently**

Profile Summary

- ✓ Training advisor (for Career trainings/ Professional courses) involved in generating more leads and prospects and providing Career Counsellings for the university students and for corporate employees. Consultation of professional Educational / Training Services to college graduates and corporate employees.
- ✓ Being labelled as a **Rapport generator** with clients, thereby having a better influence on them and resulted in better sales.
- ✓ Mediator for clients and technical team (web/IT/APP development) for IT/ITES Services, understanding client specific requirements, discussing over skype for more detailed clarification and once on the same page shares the project requirements with project development team.
- ✓ Creating wide awareness on Services and Products offered by the firm and conducted Workshops and Knowledge awareness programmes and gained very prestigious corporate clients like VIVA, TRA, ALBA, BATELCO, NASS, to name a few.

Professional Experience

GCC Work experience as a Training Advisor

Worked for MARVEL MANAGEMENT TRAINING INSTITUTE, diplomatic area, Bahrain as a Training consultant. (16 January 2017 – 12 June 2018) in Sales & Marketing Department.

- ✓ Provided quality educational career services/counsellings for the college graduates and corporate employees and thereby resulted in the students registrations for PMP trainings offered by the firm.
- ✓ Identified the prospects and provided detailed demonstrations on the course programmes during their walk-ins and in the client premises too.
- ✓ Advised the University Students and counseling, regarding the most relevant professional and international accredited courses that match up with their qualifications.
- ✓ Constant follow ups with the prospective customers and focusing on closing the deals.
- ✓ Arranged appointments with the key decision makers and creating awareness about the company services.
- ✓ Focussed on Individual employees and aspiring students for the Software trainings like Autocad, SQL programming languages and so on.

Worked as a Training Advisor in AL MOALEM TRAINING INSTITUTE, Seef, Bahrain (FEB 9, 2014 to March 12, 2015)

About the company:- Al Moalem Institute is an ISO- 9001:2008 and quality assurance authority accredited institution and Bahrain's best and leading training center for English, Information Technology, CADD Engineering, Business and related Industrial education.

Job Profile And Achievements During the Role Undertaken

- ✓ Counselling and advising students to choose the best matching professional qualifications/courses for the job/career they do in the market.
- ✓ Training advisor involved in generating more leads/prospects and involved in direct marketing and sharing the training services knowledge with the client's decision makers.
- ✓ Suggested and advised consistently with regard to the importance of SEO marketing tips and achievement of the search engine rankings for the firm.
- ✓ Gained very Prestigious corporate clients like VIVA, BATELCO, TRA, ALBA, NASS during this tenure and thereby improved a maximum amount of sales (40%) for the organization.
- ✓ Spokesperson for the Training institute in functions/exhibitions to convey the overall summary about the organization and its achievements from past till date.

Worked as Telecom sales consultant in Afianzar Technologies, Chennai, India from March 23rd 2016 to December 2016

Job Profile:

- ✓ Chat and voice call support for US,UK,Australian customers providing a clear cut solutions related to the Microsoft Windows based issues and act as a mediator in connecting them with the certified Technical personals.
- ✓ Pitched on the best prices with clients for the technical issue fixes, keeping on mind the organizational objectives on revenue generation and managed to gain some good clients.

Worked as a Process Associate in Pagematics LLC, Kerala, India from May 4, 2015 to March 8th 2016.

About the company:- Pagematics is an Information Technology Product/Consulting firm head quatered in Dallas, TX,US. Firm offers every IT/ITES services and served 80 clients since its inception.

Job Profile:

- ✓ Made cold calls to customers and promoted the website / Mobile app development services and gained few prospects which then due to constant follow ups resulted in sales conversions.
- ✓ Efficient dealing of client complaints to completion and enabling satisfaction of customer and follow up within 24 hour period

Worked as a Client Relations Consultant (Sales Executive) in Sweans Technologies INC. Kinfra Park, Kerala, India (September 24, 2012 to Feb 5, 2014)

About the company:- Sweans Technologies Pvt Ltd is a global IT and IT enabled Technology Company that delivers high-quality IT services to small and medium clients around the world. The company is a leading service and solutions provider in the field of E Commerce, Web marketing, Web development and BPO.

Job Profile:

- ✓ Generated professional proposals to UK, US, Australian clients and communicated through online ELANCE Platform based on the project requirements posted.
- ✓ Consulted and advised the walk-in clients for their website related projects requirements, maintained good relations from the first meeting which then moved on to more enquiries and project gains for the organization.
- ✓ Communicated to them over skype calls for the more project requirement specifications and upselling the related services and creating a good rapport with them, that the client was compelled to provide repeat businesses to the organization.
- ✓ Initiates sales process by scheduling appointments, making initial presentation & understanding account requirements.
- ✓ Handled each individual client accounts from initiation of cold calls to the entire sales cycle (cold calls -> detailed discussions over skype for better clarity - > clarifying client's technical queries after discussion with technical team - > Then on to Price Negotiations -> Finalizing the payment terms -> Project start -> Project Milestone completions - >Project delivery.
- ✓ Focused on Monthly/ quarterly Target based sales by employing new strategies and USPs in our ELANCE contractor account and thereby gained more good clientele

Worked as a Amazon Process Associate in Sutherland Global Services, Chennai, India(November 21, 2011 to April 3, 2012)

About the company:- Sutherland Global Services is a global provider of business process and technology management services offering an integrated portfolio of analytics-driven back-office and customer facing solutions that support the entire customer lifecycle.

Job Profile:

- ✓ Worked as a chat agent on SIEBEL CRM and mainly involved in providing chat solutions with regard to the product late delivery/shipping complaints.
- ✓ Supported the UK,US clients over the voice calls under the supervision of the team leader and assisted them to achieve the targets.

Trainings Done:

- ✓ Professional diploma in software engineering from Faith Infotech, Technopark, Trivandrum (June 2011 to November 2011)

PROFESSIONAL QUALIFICATIONS

QUALIFICATIONS	INSTITUTE	UNIVERSITY	YEAR	% OF MARK
B.E Computer Science(1 st year)	PGP College of Engineering & Technology, Nammakkal	ANNA University	2007-2008	77
B.E Computer Science(2 nd year)	”	”	2008-2009	73
B.E Computer Science(3 rd year)	”	”	2009-2010	72
B.E Computer Science(4 th year)	”	”	2010-2011	72

ACADEMIC QUALIFICATIONS

QUALIFICATIONS	NAME OF THE INSTITUTION	BOARD OF EXAMINATION	YEAR OF PASSING	PERCENTAGE (%)
10 th	St.Alphonsa Senior Secondary School, Thamarassery	CBSE	March- 2004	80
Higher Secondary	Nanmida Higher Secondary School, Nanminda, Calicut	Board of Higher secondary examination, Kerala	March – 2007	78

Presentations

Presented the Topic “Cloud Computing” in RMD college, Chennai, 14th September, 2009.

Presented the Topic “ E- waste management ” in SSM college, Salem, 7th March,2009.

Motivational Speak on “We are the creators of our Universe” in College day

Personal Details

Date of Birth: 17th August 1988

Languages Known: English, Malayalam

References: Available upon request