**Govind Apartments, 301, Premier Colony**

**Kalyan-Shil Road, Dombivili (E), Mumbai, Maharashtra - 421204**

abhilash.pillai90@gmail.com

Abhilash Pillai

**OBJECTIVE:**

Obtain a position that allows me to use my skills that I have obtained being detailed member of a team. Excellent people/project management skills, and customer satisfaction are used to their full potential, allow growth on career and educational levels.

**EDUCATION:**

* Passed HSC in the academic year 2006-07 from Mumbai University.
* Bachelor of Commerce in the academic year 2011 from EIILM University.

**Employment:**

* **Strategic Account Manager** – Eclinicalworks India Pvt Ltd.

(Aug 2013 – Dec 2013)

* **Team Leader** - Cheers Interactive India Pvt Ltd.

(Oct 2011 – Nov 2012)

* **Quality Assurance Specialist** - Cheers Interactive India Pvt Ltd.

(Jan 2011 – Oct 2011)

* **Customer Interaction Executive** - Cheers Interactive India Pvt Ltd.

(March 2010 – Jan 2011)

**Job Profile:**

* **Strategic Account Manager** – Eclinicalworks India Pvt Ltd.

\* B2B Marketing, Meet and exceed agreed sales and gross margin targets consistently.   
\* Manage, develop and maintain sales plans and processes within designated area of responsibility within business unit.   
\* Prevention and management of customer escalations and complaints.   
\* 100% management of customer relationship - 'ownership'. Committed to providing a high level of customer service and inspire colleagues to do likewise.   
\* Weekly and monthly reporting on sales   
\* To communicate with all nominated accounts on a regular basis, acting as a liaison between the client and Knowlarity, maintaining a productive and professional relationship at all times, and acting as a Brand ambassador for the company .   
\* To introduce to the client, all new applicable products and strategic developments initiated by Knowlarity and to maximize sales opportunities for the company as appropriate. To be aware of the sensitivity of client business and details at all times and to maintain absolute confidentiality with regard to them.   
\* Complete all paperwork correctly and in a timely manner. Maintain all relevant administration systems.   
\* Ensure all sales contracts are completed fully and correctly with an attention to detail.   
\* Attend exhibitions and training as and when required.

* **Team Leader** - Cheers Interactive India Pvt Ltd.

Determining how to plan (e.g. by level of detail or rolling wave).

Developing the scope statement and schedule.

Identifying deliverables and creating the work breakdown structure.

Identifying the activities needed to complete those deliverables and networking the activities in their respective manner.

Estimating the resource requirements for the activities.

Measuring the ongoing project activities.

Monitoring the project variables against the project management plan and the project.

Conducting a detailed feasibility to identify the cost and delivery timelines for the upcoming projects.

Preparing invoices for the completed projects as per the units delivered to the client.

Submitting the updated project reports to the client post the successful completion of a project.

Handling a team strength of (13 to 15) team members for a (B2B) process.

Strongly involved in the below projects and processes:

1. Database creation for event management companies.
2. Survey for an IT product for a Singapore based company.
3. Making the list of delegates, visitors and exhibitors convince and invite for a conference and event.
4. Currently working with a Germany based client to empanel customers for his web portal.
5. Worked with clients based in UK, USA, Europe and Middle East region for database creation.
6. Inviting key delegates for attending the business event and conference by making sales calls.

* **Quality Assurance Specialist** - Cheers Interactive India Pvt Ltd.

Responsible for end to end customer experience for Database - Data Accuracy.

Ensuring data accuracy for each record assessed is as per client expectation.

Ensuring feedback is provided to each agent for voice and non-voice.

Generating a voice and non voice report, agent wise and team wise.

* **Customer Interaction Executive** - Cheers Interactive India Pvt Ltd.

Involved in primary research (voice) operations to validate and acquire the list of delegates.

Dialed for a B2B process in North America, South America, Europe, Middle East, North Africa and Asia region.

**Skills & Expertise:**

* People Management
* Conflict Management
* Team Management
* Operations Management
* Project Management
* Vendor Management
* Roster Management
* Primary Research
* Secondary Research
* P&L Management
* Lead Generation
* Sales Call (Cold, Warm & Hot)

**Awards & Achievements:**

Best P&L account of the quarter for the month of July to September’12.

**Personal Details :**

**Contact No:** +919769605738 / +919930140770

**Date of Birth:** 30th March 1990

**Gender:** Male

**Languages Known:**  English, Hindi, Marathi and Malayalam

**Marital Status**: Single

**Activities:** Listening Music

I hereby declare that the information given herewith is correct to my knowledge and I am responsible for any discrepancy.

Regards,

Abhilash Pillai