

RESUME

Kamlesh Sonawane

B 401, Manorama Towers,
Sector 10, Nerul, Navi Mumbai

Phone: - 95940 94077
Kamlesh2277@yahoo.com

Zone Manager Position – Internet Service Industry

Highly Innovative and result oriented with a strong background in sales and customer service. Collaborative, energetic team player with skilled communication, decision-making and time management abilities.

WORK EXPERIENCE

Dvois Communications Pvt Ltd – Corp. Zonal Manager - Feb 2012 – Present.

Responsibilities:

- This position includes handling customer queries, cable operators and channel partners.
- Scheduling appointments with companies and pitch them our services – Leased Line and MPLS
- Follow-up calls to make sure the sale happens.
- Developed lead tracking spreadsheet that tracks lead source, appointment and closing ratio.
- Open up new accounts in new areas. Handlines 35 Channel Partners and was responsible for their sales, generating inquiries, solving complaints etc.
- Month on Month completed target allotted by the company.

Tikona Digital Pvt Ltd – ASM - Dec 2011 – Feb 2012

Responsibilities:

- Managing Internet sales leads, responding to inquiries and answering questions related to availability and performance.
- Selling Internet plans (Leased Line and MPLS) based on goals and objectives defined by the Zonal manager
- Trained and coached sales representative under me and set the goals for each team sales representative.
- Supervised a sales force of 25 sales representative.
- Maintained knowledge of current sales promotions, Internet plans, policies etc.
- Responded to all customer inquiries thoroughly and professionally.

Fortune ISD – Corporate Team Leader - Apr 2011 – Nov 2011

Responsibilities:

- Managing Internet sales leads, responding to inquiries and answering questions related to availability and performance.
- Serving as an Team Leader for Fortune ISD by sharing to Corporate clients what makes us the smart choice.
- Maintaining a working knowledge of Fortune ISD products – Lease Line, ADSL Technology and PRI Lines.
- Work with clients' decision makers (Business and IT), understand their pain points and business requirements.
- Suggest the value of the proposed solution in the context of the customers business problems and objectives, highlighting Fortune ISD's capabilities.

Reliance Communication – Team Leader - Mar 2009 – Mar 2011*Responsibilities:*

- Managing Wi-Max sales leads, responding to inquiries and answering questions related to availability and performance.
- Assist customers in selecting the right Wi-Max plan, make them understand how Wi-Max works, check their feasibility and ensure it works.
- Co-ordinating with Wi-Max team for deliverability.
- Responsible for producing monthly sales and the collections. Generate new customer opportunities by cold calling and developing leads through telephone.
- Responsible for taking building permission, checking their feasibility. And conducted survey of buildings for future sales.

Tata Communications Pvt Ltd (VSNL) – Team Leader – Jan 2007 – Mar 2009*Responsibilities:*

- Managing sales of Mobility Systems – SIM Cards, CDMA Technology, Broadband
- Responsible for taking building permission, checking their feasibility. And conducted survey of buildings for future sales.
- Selling minimum numbers of SIM cards, Residential Broadband based on goals and objectives defined by sales manager
- Maintain knowledge of multiple carriers plans and suggest the right plan to customers.
- Familiar with all CDMA based phones, answered customers questions and addressed service issues and complaints.

Iqara Broadbad – Sales Executive - July 2005 – Dec 2006*Responsibilities:*

- Managing sales of Internet broadband connections.
- Familiarize all broadband plans and suggest best to customer by understanding his requirements.
- Co-ordinating with technical team, check the feasibility and ensure the connection is live.
- Identify the new building feasibility, ensure maximum sales by cold calling in that area.

Date of Birth – 20th May 1980.

Educational Qualifications

- Diploma in Instrumentation
- SSC from Mumbai Board
- Graduate in Business Administration.

Knowledge of – MS-Office and Internet.

Hobbies – Cricket, Carom, Music and Travelling.

Languages – English, Hindi & Marathi
