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|  | ROHIT  [Rohit.360905@2freemail.com](mailto:Rohit.360905@2freemail.com)  Career Objective  Profoundly talented and resourceful business graduate with more than eight years’ experience seeking a full time position in General Administration, Customer Service, to implement my evolved learning and best practices.  Educational Qualifications  BBA- PERTOLEUM MARKETING 2008  UNIVERSITY OF PETROLEUM AND ENERGY STUDIES  Professional Experience  **Hemant Traders, India 2010 – Till present**  Business Partner  **Duties and Responsibilities:**   * Business partner as prepaid distributor with one of the leading telecom company of India “IDEA CELLULAR LTD.” * Manage and operate the “All IN ONE” recharge system software known as MARS(Mobile automatic recharge system). * Business partner as Distributor with “Bharti Telemedia LTD”, DTH Division. * Stocking and sales of all kind of prepaid recharge & DTH Sales and service * Promotion of products and increasing more number of customers and retailers. * Compile and maintain record and bookkeeping. * Handling purchases and sales and service in coordination with the respective field officers. * Backend support and monitoring of the All in one recharge software. * Managing purchase report, payment reports, recharge report and operator report of approx. 500+ retailers.   **American Express New Delhi.(Credit Card ) , India 2008 – 2010**  Team Leader  **Duties and Responsibilities:**   * Allocating and monitoring the sales target to team * Cracking creative ways to achieve the monthly targets of self and team. * Handle first level escalations and resolve customer grievances. * Generate monthly reports and make presentation to senior leadership mentioning on the health of the process. * Develop network with HNI clients for prospective business solutions. * Execute regular Training need identification for the team and give recommendations for overall skill development of the average performers.   **Technical Skills**  Highly proficient MS Excel, Word, & PowerPoint. Working knowledge of MS SharePoint basics.  **Extra-Curricular Activities/Achievements**   * Member of UPES Anti Ragging Cell. * Participated in ‘East Zone Volley Ball Tournament’. * Worked in UPES Youth Fest 2005. * Organized an event “GREEN” in ACT2006. * Participated in the event ‘URJA’ during UPES Youth Fest 2007. * Participated in Kick Boxing at Talkatora Stadium,New Delhi 2005 National level. * Participated in the various events during school.   Personal Traits   * Hard working, Optimistic, Intellectual, soft spoken, Quick learner, team person. * Ability to work in unknown environment and perform well in pressure situations. * Possess effective persuasive and negotiation skills. * Ability to work in dynamic environment and adapt to changing situations.   **References Available Upon Request.**  **Rohit Dubai** |