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|  | ROHIT Rohit.360905@2freemail.com Career ObjectiveProfoundly 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 QualificationsBBA- PERTOLEUM MARKETING 2008UNIVERSITY OF PETROLEUM AND ENERGY STUDIESProfessional 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** |