**KRISHNAKANTH**

**Sales and Operations executive**

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**Profile Summary**

I’m a young professional with proven success of 32 months of experience as Customer service, Sales and Operations executive in different organizations and domains, which have proven my organizational tasks, multiplying business from limited material and resources and is searching for a Hospitality Domain in any industry where my experience and skills would be put in use.

**Objective**

To work professionally for the organization and to contribute my experiences and skills that would help to achieve the goals set by the organization. Be committed with all my energy to growth and develop values to sustain within the organization.

**Academic Qualification**

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| 2013 – 2015 | **Master of Business Administration** Jawaharlal Nehru Technological University, Hyderabad - India (National Institute of Tourism and Hospitality Management)* Thesis design: ‘Dynamic pricing in tourism and hospitality industry and its impact on consumer behavior ’ (Grade : A)
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| 2008 – 2012 | **Bachelor of Technology** Jawaharlal Nehru Technological University, Kakinada - India (Sri Sivani Institute of Technology)* Major in Information Technology (Grade : A)
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| 2006 – 2008 | **Intermediate (+1 and +2)**State Intermediate Board, Government of Andhrapradesh (PVN Junior College)* Major in Mathematics, Physics, and Chemistry.
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**Professional Experience**

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| April 2016 – January 2017 | **Sales and Operations Executive**Y-Axis Solutions Pvt Ltd., Hyderabad - India* Contacted the clients, set the appointment of client to meet and giving presentation on products.
* Handled walk-in clients with brief product presentation.
* Gathering Client requirements using elicitation techniques.
* Conversion of lead to sale finalized and provided clients with payment methods.
* Handled complete pre-sale operations.
* Follow up with stake holders and always make sure the operations run smooth before, during and after the product delivered.
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| July 2015 – January 2016 | **Intern Consultant (Paid Internship)**Industry ARC, Hyderabad - India* Contacted the high profile CXO’s, VP’s, and Directors of Various companies and set the appointment with Industry ARC sales department.
* Conducted desk research and prepared various presentations on existed market research report.
* Prepared, Conducted and Processed E-mail marketing of various market research reports.
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| May 2012 – July 2013 | **Customer Service Executive**3 Edge Solutions * Handled corporate and individual enquiries for IT technical program training and provided them with sufficient information about IT technical program curriculum.
* Organized and conducted one on one sessions regarding IT technical program with broachers to the walk-in clients and also handled admission process.
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**Skills and Abilities**

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| Technical Skills & Training: | * Having knowledge on digital marketing and underwent training at the time of MBA.
* Inside Sales and Pre Sales.
* Guest Relations and Customer Service.
* Having experience on product procurement and contracting.
* Partial experience of IT business process operations and documentation.
* Microsoft Office.
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| Functional Abilities: | * Strong customer service, organizational and communicational skills.
* Highly capable of identifying and acting on sales opportunities.
* A positive ‘can do’ attitude, always keen to learn new skills.
* Can act as single point contact to address customer information needs.
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| Communication: | * English (Good command over writing, reading and speaking).
* Hindi (Good command over writing, reading and speaking).
* Telugu (Good command over writing, reading and speaking).
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| Strengths: | * Dedicated team worker, Adaptability, Self-motivated.
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 **Volunteer Experiences:**

* Worked as freelancer for the company TCI (Thomas Cook India.) in Front desk and Registrations department for PEDICON 2016 and APICON 2016 (Conferences/ Events/ Exhibitions/ Meetings) in the month January.
* Worked as freelancer in Inside sales department at Infobrain Technologies in travel division from March 2015 to May 2015.
* Done a summer internship in KWC conferences in guest relations (Registrations, Travel Desk, and on-floor coordination for the event ICSE held at HICC) for the month May 2014.
* Volunteered in World Tourism Day in guest relations department conducted by State Government of Andhrapradesh at National Institute of Tourism and Hospitality Management, Hyderabad.

**Interests and Hobbies:**

My hobbies include socializing with friends and going on long walk through the nature side. I’m a keen cook and like to experiment in the dinner parties. Apart from this my hobbies are attending local community gatherings, reading and listening to news.

**References:**

Available on request.

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