

***SIDDHARTH***

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**Professional Summary:**

Top ranking, multitasking performer, offering over 8 years of accomplished experience spearheading functions in sales and marketing sector. Customer account management, sound domain knowledge of marketing, sales and customer service side of business including team playing and preparing sales, business and marketing plans.

Optimising business operations and development, understanding competition and achieving high productivity standards. Cost effective professional, possessing valuable insights and expertise to handle assignments well within time, budget and quality parameters.

An Articulate communicator with proven interpersonal, negotiation skills honed with excellence and ability to work under pressure in fast-paced, competitive customer sensitive environment.

A professional with an ability to learn new concepts quickly and develop innovative ideas to succeed in any market situation, competent with an ability to interact with a wide range of people, perceive customer reactions and judge their interest level accurately.

**Organisational Experience:**

**Employer: Technical Parts FZCO, Dubai, UAE, from 1st October 2014 till date, Clients: ADNOC, Emarat, ENOC and Commercial, Sales & Project Coordinator**

* Responsible for timely quotations, contracts and negotiations.
* Coordinate activities, resources, equipment and information.
* Liaise with clients to identify and define project requirements, scope and objectives
* Help prepare project proposals, time frames, schedule and budget.
* Monitor and track project’s progress and handle any issues that arise.
* Act as the point of contact and communicate project status adequately to all participants.
* Responsible to ensure customer satisfaction and repeated business.
* Manage the full sales cycle from lead generation through cold calls to closing of deals.
* A single point of contact for all customers catering to their immediate and ongoing needs, maintaining the highest level of customer satisfaction by problem solving and relationship building.
* Follow up on customer payments and make sure agreed credit limit and payment terms are strictly followed, reporting to Finance controller.
* Nurture business suspects /prospects and negotiate/execute Sales deals and contribute to the success of the territory by focusing on new accounts additions / win new customers through increased market penetration in order to achieve sales targets in line with business plan objectives.
* Developed productive and profitable business relationships, in-depth market research.
* Displayed multitasking efforts, with efficiency in handling customer service duties and administrative tasks.
* Work closely with existing customers to drive additional business and timely renewal of existing annual contracts.
* Prepare clear sales analysis and sales reports for Division Head/ Manager.

**Employer: iPlace USA, Pune, India, 02nd Sept 2013 to 29th May 2014, Client: Q Analysts LLC, Recruiter**

* Sourcing candidates using various Internet-based sourcing techniques: job boards, web crawlers, search engines, social networking tools, blogs, local organizations websites and proprietary resume databases.
* Worked on various technical requirements. Conducting primary sourcing and requirement specific technical screening.
* Few Job Orders worked on: Help Desk Support, Desktop Support, SharePoint, Data warehouse Architect, Solutions Engineer, Lotus Notes Developer, Network Engineer, Software engineer etc.

**Employer: Mphasis an HP Company, Pune, India, 18th July 2011 to 14th December 2012, Client: Eli Lilly and Company, Service Desk Specialist Technical Support (L3)**

* Creating, Changing, and Deleting, Application, Shared and Resource Mailboxes and Moving User Mailboxes, Journaling and Granting Folder Permissions in Microsoft Exchange Server 2010 and Microsoft exchange 2010 Power Shell
* Creating User accounts and Groups and granting permissions in Active Directory on Windows Server 2008
* Providing a single Point of contact (SPOC) for assistance with IT services under scope Log IT related tickets (incidents, services request .event) from users – (received through phone, email, logged tickets in the tool). Acknowledge the tickets, allocate appropriate category.
* Escalate incidents/ tickets which are going beyond the service levels. Escalate incidents pertaining to suppliers non –performance or delays.
* Generate service management reports as mutually agreed from the ticketing tool and publish the same to the respective stakeholder.

**Employer: Ventura, Pune, India, 8th Feb 2010 to 8th July 2011, Client: iYogi Technical Support, Senior Customer Service Associate (L2)**

* Supporting Hardware and Software issues related to Windows Operating Systems including Windows XP, Vista, 7, and peripherals.
* Resolving and Troubleshooting Desktop and Laptop OS related issues such as installation, start-up, update, upgrade, Disk Management, Backup and restore, Security and Connectivity.
* Troubleshooting Microsoft Office, Outlook, Lotus Notes, Internet Explorer, Anti-Spam, Anti-Virus, Firewall and other utilities installed on the Desktop. Experience in managing simple & Complex Local Area Network.

**Employer: Persistent Solutions, Pune, India, 12th January 2009 to 29th January 2010, Client: ISO Containers, Customer Service Executive**

* Training new staff on call logging software.
* Logged enquiries and resolutions on a database. Offered customers alternatives and up-selling
* Selling ISO containers to home users.

**Employer: Convergys, Pune, India, 8th Jan 2007 to 13th Oct 2008, Client: Microsoft XP, Technical Support Officer**

* Installation, activation and troubleshooting of Microsoft Windows XP operating system, Services Packs, Windows Updates, Microsoft Outlook and Internet Explorer.
* Troubleshooting installation, start-up, update, upgrade, Disk Management, Back up and restore, Security and Connectivity.
* Troubleshooting network related issues for user and small offices.
* Maintenance and debugging of the computers and hardware peripherals, modems, printers (Local & Networking) and other devices etc.

**Education:**

H.S.S.C. Fr. Agnel Higher Secondary School, Goa Board, March 2004, Goa, India.

S.S.C. Fr. Agnel High School, Goa Board, March 2002, Goa, India

**Certification:**

Google Analytics – 2017

Elaflex Fuel Piping – 2016

Wayne Fuel Pumps and Dispensers – 2015

MCSA (Microsoft Certified Systems Administrator on Microsoft Server), June 2008.

**Additional Training:**

Successfully completed Sourcing, Offshore Recruitment/Staffing, VMS/MSP Recruiting and Full Lifecycle Recruiting, Sales Lead Generation training through iPlace Academy Pune, India. July 15th 2013 – Sept 1st 2013

**Attributes:**

* Positive Attitude with Dedication, Determination and Discipline.
* High Degree of Conceptual and Logical reasoning.

### Strengths:

* Outstanding analytical, problem-solving, and troubleshooting ability
* Superior communication (oral-written), customer service and interpersonal skills
* Both independence and team orientation, depending on situation
* Flexibility in work hours
* Ability to multi-task and prioritize effectively
* Poise and patience when dealing with clients

**Interest Area:**

* Reading Books
* Singing and Playing Guitar
* Traveling

**Driving License:**

Valid UAE Driving License

**VISA Status:**

Residence Visa

**Declaration:**

I hereby declare that all particulars furnished above are correct and complete to the best of my knowledge and belief.