**SHYAM**

**Shyam.164804@2freemail.com**

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WORK EXPERIENCE

**Corporate Executive**

**Zero Five Zero Telecom, Dubai UAE**

 **April 16 2013 – JULY 2015**

 **Role and Responsibilities**

* Work in a fast-paced environment with minimal supervision.
* Identify target companies including Small-Medium Enterprises (SMEs), and Enterprise segments to which the company could provide its products/services.
* Travel extensively across areas for business development purposes.
* Process applications using company software for activation of new/existing Enterprise accounts.
* Provide concrete information in response to inquiries about products, services and to handle and resolve complaints.
* Maintaining close working relationship with Du Telecom in terms of Product knowledge and infrastructure.
* Implement innovative ways to increase sales and retention of inactive accounts.
* Keep abreast with market trends in Telecom Industry and monitor competitors’ activities.
* Perform any other duties related to the job as assigned by the Direct Manager.

**Senior Corporate Sales Executive**

 **Grassroots BPO Pvt. Ltd. **

(**Sep 2011 to Jan 2013)**

 **Bangalore, INDIA**

**Role and**  **Responsibilities**

* Cold calling potential customers / business influencers for new business leads.
* Generating offers / price proposals to customer requirements.
* Negotiating price and proposal terms to close deals.
* Gather market and customer info to provide feedback on buying trends.
* Recording sales and processing orders to sales office.
* Self-assessment on sales performance.
* Reporting to Channel Manager on DSR / activity.

**Process Executive**

 **INVENSIS TECHNOLOGIES **

 **(Sept 2009 – Jul 2011)**

 **Bangalore, INDIA**

**Role And Responsibilities**

* Preparing and sorting source documents, identifying and interpreting data to be entered.
* Confirming accuracy of data such as course numbers, days, dates, times, locations and instructors
* Comparing data entered with source documents or re-entering data in verification format on screen to detect errors
* Reviewing to make necessary corrections entered information
* Processing data as per Automobile Insurance Claim forms.
* Analyzing processed data for its correctness.
* Review and check applications with supporting documents.
* Involving in other productive activities as directed by Process Manager.

**Data Entry / Support Executive**

 **Sri Prasidi Engineering Pvt. Ltd.**

 **(Nov 2007 – Sept 2009)**

 **Bangalore, INDIA**

**Role And Responsibilities**

* Entering purchase goods and company data
* Analyzing material stocks and generating reports
* Coordinating supplier’s payments from Accounts Dept.

**Data Processer**

**ACS India Pvt. Ltd.** [Affiliated Computer Services] **Bangalore, INDIA**

 **(June 2006 to Aug 2007)**



**Role And Responsibilities**

* Extracting Data from Dental Insurance claim forms
* Processing Data into required Format as per project owner’s requirement
* Review and check applications and supporting documents
* Code and process applications into required electronic format
* Scan documents into database
* Audit on-line applications for accuracy and completeness
* Load information on to prescribed databases
* Maintain activity logs and prepare reports
* Respond to requests for information and statistics
* Retrieve and present required information in various formats

 Analyzing data correctness with checklist.

**Languages:**

**English, Hindi, Telugu, Kannada & Tamil**

**Areas of Expertise**

* Customer Service
* Complaint Résolution
* Customer Rétention
* Product Knowledge
* Téléphone Mannar.
* Administrative Duites.

**Career Highlights**

* Raised to the level of Process Executive within a span of 9 months of my career start as an Insurance Claim Processor
* Achieved Best Performance appreciation from Grassroots BPO for year 2012 sales achievements

**Education:**

**SSLC - APS BHS, Bangalore (India)**

**ITI in Electronics, RTPI College. Bangalore (India)**

**PERSONAL INFORMATION**

Date of Birth : February, 1982

Nationality : INDIAN

Gender : Male

Civil Status : Single

Nickname : SHYAM

Language : English, Hindi, Kannada & Telugu

**CAREER OBJECTIVES**

To succeed in a challenging environment where I could use and enhance my knowledge and talent in a company that work towards achieving organization goals and objectives.