

**Derick William Buthelo**  
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### Objective

To apply knowledge gained over a period of time for the personal and professional growth. Want to work in a creative and challenging environment not only with positive thinking but positive doing as well and serve the need of organization in time and with perfection.

### Key Skills

- \* Negotiation skills, Direct Sales,
- \* Asset Management,
- \* Software Auditing, Software Licensing,
- \* Flexera, Salesforce, Service Now, Oracle, CRM, RightNow, Device42
- \* Linux Basics
- \* AWS (AWS Management console, EC2, IAM, CloudTrail, S3)
- \* Outlook, Excel, Word, Office 365, OneNote, SharePoint, PowerPoint

### Professional Experience

#### Kofax India Pvt Ltd

#### **Sr. Consultant (Licensing)**

**27<sup>th</sup> November 2017 – 31<sup>st</sup> December 2019**

**Pune**

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#### **Roles and Responsibilities**

- ❖ Provides demonstrable experience in data manipulation and data analysis which helps provide reports to senior leadership
- ❖ Having an administration skill combined with an eye for detail and a compliance focus approach to all activities
- ❖ Learning and training new team members on new products
- ❖ Routing qualified opportunities to the appropriate sales executives for further development and closure
- ❖ Assist various customer that purchases new product with complete installation
- ❖ Sourcing new sales opportunities through inbound lead follow-up and outbound cold calls and emails
- ❖ Research accounts, identify key players and generate interest
- ❖ Team with channel partners to build pipeline and close deals
- ❖ Perform effective online demos to prospects
- ❖ Analyze customer data to improve customer experience
- ❖ Improve onboarding processes
- ❖ Mediate between clients and the organization
- ❖ Analyze customer data to improve customer experience
- ❖ Follow up on software removals, ensuring that released licenses are returned to the pool of available licenses
- ❖ Manage, track and secure approvals for all customer requested RMAs
- ❖ Coordinates with various stakeholders like Renewals, IT Team etc.

- ❖ Provide real time telephone and e-mail support that come in from Nuance Partners, Resellers and Customers
- ❖ Proven track record of meeting deadlines and providing good customer service
- ❖ Ensuring completion of allocated incidents to complete within a given TAT
- ❖ Keeping a repository of all incidents/tickets attended
- ❖ Responding to customer queries and providing a speedy and thorough resolution to customer issues
- ❖ Have a focus of process improvement
- ❖ Enhancing different flow of process that will help in customer service and process
- ❖ Administer an apply for licenses on behalf of other officers and enable them to work in a security role

### **DRUVA DATA SOLUTIONS**

#### **Service Desk Specialist - Order Management**

**14<sup>th</sup> April 2016 – 23<sup>rd</sup> November 2017**

**Pune**

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#### **Roles and Responsibilities**

- ❖ Develop Customer Relationship (Identify new customers and develop existing ones)
- ❖ Calls includes cold calling on potential business and creates an effective pipeline of potential contacts.
- ❖ Helping the customers to install and maintain the product
- ❖ Maintain accurate and organized documentation on all clients and prospects.
- ❖ Create opportunity for renewal registration and assist partners / customers
- ❖ InSync Cloud - Guiding the customer to get started on InSync Cloud by creating the instance, creating storages, helping the customer with login credentials, and assisting to create users on cloud add admins etc.
- ❖ Responding to user service request and expediently resolve trouble tickets to maximize system uptime
- ❖ Storages, login credentials and creating users on cloud add admins
- ❖ Monitoring inSync application dashboards
- ❖ Assisting and Guiding the customer on Phoenix for creating the instance, creating storages, login credentials and creating users on cloud add admins
- ❖ Tracking the ticket which breaches the SLAs by providing resolutions metrics to resolve the same
- ❖ Coordinating with the Finance team to get the new, renewal and upsell order processed

### **TECH MAHINDRA**

#### **Client Relationship Executive**

**23 February 2011 – 12<sup>th</sup> April 2016**

**Pune**

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#### **Roles and Responsibilities**

- Handles incoming calls or inquiries from prospective customers or clients
- Assisting customers effectively by solving customer disputes
- Maintain existing client relationships by providing on-going consolation.
- Providing customer additional information or explains services
- Tactfully handling confrontational or stressful interactions with the customers
- Accurately capturing customer information

- Develop and provide support to respond to requests for proposals for new business and to apply for grants
- Processing calls, preparing correspondence, and fulfilling customer requirements
- SPOC for tracking, implementation and getting improvement of customer service initiatives.
- Keeping a complete knowledge about active Processes improvements, correspondence & customer needs
- Billing data, managing sale of new contract, and upgrading the customer account
- Multitasking on different Tools and technologies and using Remedy ticketing tools to keep Billing data of clients

### Academic Qualification

**Bachelor in Commerce from Savitribai Phule Pune University**

### Personal Information

- \* **Address** : Flat No 301, Adarash Colony, Akshay Orion, Lane 9  
Tingre Nagar, Pune -411032
- \* **Date of Birth** : 22<sup>nd</sup> November , 1987
- \* **Languages known** : English, Hindi, Marathi. Konkani
- \* **Hobbies** : Like to Play football, Cricket and listen to Music