

Professional Summary:

- Over 10 year of experience in the of field of Telecom sales ,Project management, Business Development - IT Application Testing, Banking & Financial services, Construction, Entertainment, Bio Technology, Education, Health care and customer services).
- Highly motivated with ability to work in a team as well as independently.
- Well versed in Ms (Word, Excel & PowerPoint) and business development process.
- Highly capable of learning new technologies and adapting to new environment.
- Good Experience in Market Research, Cold Callings, Presentation to Clients, Documentation, Marketing & Sales, Project Management, IT – Applications, Data Management and Customer Services.

Technical Skills:

Citrix – Application (CRM | HPSM) | MS – Dynamics, D365 | Affinity & Safenet | MS – Office 2016 | Quark Express | UNIX & HTML | Avid & Final Cut pro Editing System, Coral Draw

Work Experience:

Worked as Senior Sales Associate in Redcentric since June 2012 to Sep 2020.
Key Responsibility is:

- Listening to customer requirement presenting appropriately to make a sale, by responding to incoming emails and phone enquires. Making accurate, rapid cost calculation and providing customer with quotations
- Maintain & developing business relationships with existing customer via telephone calls and email.
- Negotiating on Price, cost cum delivery with buyers and operations team.
- Arrange meeting with potentials customer for new business. Negotiating terms of a agreement and closing sales.liasing with operation team to check the progress of existing orders.
- Acting as contact between the company & existing & potential customers and gaining a clear understanding of business & requirement.
- Recording sales & order information and sending copies to line manager. Reviewing sales performances.
- Gathering market and customer information and feeding future buying trends back to line manager.

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- Collect the market intelligence data including environmental, customer & competitor information and initiatives and analysis the same with help of line manager, to pre-empt its impact on business.
- Additional Responsibility: Domain Sales & Account Management | Project Order Management | Circuit Decommissioning | CRM Management | Supplier & Contract Management

Worked with HSBC, as **Customer Service Representative** from Oct 2010 to Apr 2012.

Key Responsibilities are:

- Providing Customer Service through Phone and Internet Banking.
- Trouble shooting problems related to Banking, Credit cards, corporate accounts and Internet Banking.
- Assisting Customers in doing Telegraphic Transfers, Auto payment for Bank Accounts, Credit Cards and Corporate account.
- Solving Complaints Raised by customer on priority basis and coordinating with various departments and to ensure smooth operation of banking services and providing customer Satisfaction.
- Sales and Marketing of Bank Products – Bank Accounts, Credit Cards, Term Deposits, Loans and Insurances.
- **Additional Responsibilities:** Assisting Manager, Team Leader and supervisor on preparing teams day to day, week to week and month to month's performances of the team. Assisting Team members in work allocation matrix and Leave and transport application processing.

Worked With Virinchi Technologies as **Business Development Executive** from June 2009 to July 2010. Key Responsibilities are:

- Doing Market Research, Generating Business Ideas, and Converting Ideas into Product, Preparing Business Report & Presentation, Presentation and Demonstration of application to prospective and exiting clients.
- Trouble shooting problem related to financial application and transaction processing and testing of financial application and provide feedback to concerned authorities and forwarding the product improvement feedback to product development team for product development.
- Looking for Prospective tenders, presenting the tender details to middle and higher management and on approval sending the tender document to technical team for further actioning.

Achievements:

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- Worked with TV9 for 3 months from (Dec - 2006 to Feb 2007) as Trainee Reporter.
- Made Documentary film on school children, called (1:2) - Stress on young shoulders | Vermi Culture & Compositing - 2006 | 2010 & 2012.
- Did a project titled as "Marketing & Distribution Channel in Sirpur paper Mills (A Birla Group) - Adilabad (A.P) - 2008.
- Promoted to Sr Sales Associates.
- Awarded with 5 - Year Service Award & Service Excellence Award.

Educational Qualification:

- M.B.A - Marketing & HR from St.Joesph's PG collage, King Koti -29; (2007 -2009)
- B.A - Mass Communication from Loyola Academy, Alwal -10; (2004 -2007)
- 10th & 12th - Arts & Commerce from K.V. Trimulgherry (CBSE) - (2002 -2004)

Personal Details:

Name : Kannan Iyappan
Father's Name : S. John Iyappan
Date of Birth : 14 - 10 - 1984
Martial Status : Married
Language : English, Hindi, Telugu, Malyalam & Tamil.
Passport Availability: Yes

Declaration:

I hereby declare that the above information furnished is true to the best of my knowledge.

Date: ____/____/____.

Place: Secunderabad

(Kannan Iyappan)

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