

## **Abhishek Kumar**

G-954, 12<sup>th</sup> Avenue, Gaur City 2, Greater Noida (West), Gautam Buddh Nagar, 201009

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### **Objectives**

Offering over 9+ years of experience in International and Domestic Customer Relationship and Retention Management, Operations encompassing, People Management & Development, Business Development, Training Management, Attrition Control, Exposure and respect to all cultures across the globe.

Specialties: Customer Relation and Retention Management, People Management & Development, Business Development, Training Management, Lead generation, Sales, Survey,

Seeking a challenging career in leading company with hi-tech environment, committed and dedicated people, where I grow dynamically and which gives me a chance to upgrade and expose my knowledge in field of Sales, business development that will enable me to exploit knowledge base and leave indelible blueprints of success.

### **Experience**

#### **RNF Technologies Pvt. Ltd.**

**Asst. Manager - Sales**

01 November 2016- Till date

RNF Technologies is a digital marketing firm offering online marketing, website development, mobile application development services based in Noida. I started my journey with RNF in November 2016 as a Lead- Business development wherein my roles & responsibilities are to manage a team of 10 business development executives into lead generation, manage the predictive dialer (Go auto dial), Quality and compliance management. In 2020 I got promoted as Assistant Manager- Sales. My role as Asst. Manager is to manage a team of sales representative making sales for online marketing services, Website development, helping them close, training, grooming.

**Key roles: Team management, Dialer Management, Quality and compliance, Sales, CRM Management, Lead generation, Account Management, Digital Marketing, Data Management.**

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### Starvice Technologies Pvt. Ltd

#### Process Trainer

26 May 2016- 24 September 2016

I joined Starvice Technologies Pvt. Ltd as a Process Trainer where my job profile was to provide training to new employees for the campaign running in the company, as well as to the existing employees to enhance their skills (Communication, Soft skills etc.).

**Key roles: Training, Business Development.**

### Optimal Transnational (I.) Pvt. Ltd

#### Team Leader

15 January 2013 – 24 May 2016

With **Optimal Transnational (I.) Pvt. Ltd**. I have started my career as **Tele Sales Representative** in 2013 where my job profile was to sale electricity and gas connection for one of its most reputed client in Australia "Energy Quote". During this period the moment process ramped off, I got an opportunity to generate lead for Insurance (Funeral, Life Insurance). After being on call for 2.5 years, I promoted as **Team leader** where my profile was to handle a team of 20 people generating leads for Insurance.

### Inspire BPO Services

17 September 2012 – 18 December 2012

With **Inspire BPO Services**, I have started my career as Tele Sales Representative in 2012 where my job profile was to sale electricity and gas connection for one of its most reputed client in Australia "Tru Energy".

### Work Profile

- Sales;
- Lead Generation;
- Product & Process Training;
- Soft skills Training;
- Quality and Compliance;
- Handling Customer's Complaints;
- Team Handling;
- Business Development;

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- Customer and client Relationship;
- Dialer Management;
- CRM Management;
- Data Management.

### Strengths

- Optimistic with a positive approach with excellent problem resolving abilities.
- Believe in improvements with consistency
- Motivational Skills
- Keen learning skills and an ability to imbibe new knowledge.
- A good team player.

### Achievements

- Class Representative in School in 2004-2009.
- Won Cricket Championship at school level.
- Lions Club Motihari awarded a letter of appreciation in 2005 for General Awareness.
- A certificate of Employee of the month March 2015 by 1Touch Solutions India Pvt. Ltd.

### Computer knowledge

- Microsoft office (As a part of data management);
- Internet surfing;
- Predictive Dialer;
- Social Media (Facebook and Instagram);
- CRM (HubSpot and Pipedrive).

### Personal Profile

- **Father's Name:** Mr. Ajit Kumar Srivastava
- **Date of birth:** 26 April 1994
- **Gender:** Male
- **Marital Status:** Unmarried
- **Languages known:** Hindi, English

### Declaration

I hereby declare that the particulars furnished above are true to the best of my knowledge.

**Abhishek Kumar**