



Abhishek Pathak

Operations Lead

Phone: 84470-38214 | 79822-99519 | Email: apathak383@gmail.com

Address: DLF Pahse-4, Gurgaon, HR 122002,

Passport no: P0332960

PROFESSIONAL SUMMARY

5 years of experience in **Technical, Analytical, and Problem solving.** Presales/Sales Activities for Smart Cities, Go-To-Market Strategy, Account Management and Channel Partner Management.

Hands-on leader who provides teams with training, guidance, support, and motivation to succeed while ensuring adherence to safety regulations and corporate policies, procedures, and standards.

Expertise in new business development heedlessly of strong competition. Proficiency in giving Product Demo/ Training/ Presentations to Clients/partners and to people at "C" level.

Work closely with the Sales team to prospect, pitch and retain accounts through the development of strong relationships with key decision makers.

TECHNICAL SKILLS

- CRM / ERP
- Bug Tracking
- HTML, DHTML
- Basic SQL
- Manual Testing
- Windows XP/7/10
- Desktop Support
- Virtual Box
- Client interaction
- Requirement gathering
- SRS Preparation
- Vendor Management
- Staff Management
- Report Analysis

PROFESSIONAL SKILLS

DETAILED KEY FACTORS

Sales: Taking care of the pre-sales with focus on achieving predefined sales target.

Marketing: Analysing latest marketing trends and tracking competitor's activities and providing valuable inputs for fine tuning sales.

Business Development: Executing the long-term business directions of the region to ensure maximum profitability in line with Organizational objectives

Operations: Managing activities pertaining to negotiating / finalization of deals (techno commercial) for smooth execution of sales and order processing.

CURRENT EMPLOYER**OPERATIONS LEAD***09/2015 to CURRENT***Horizon Mobitech Private. Limited. | Gurgaon, HR**

Followings are the details of the projects undertaken:

- Lead management System (**LMS**)
- Queue Management System (**QMS**)
- Visitor Management System (**VMS**)

Key Responsibilities

- Requirement gathering and providing consultancy to the client on how to improve their existing system.
- Analysing the feasibility of the requirements and then breaking the task among team members.
- Low level requirement gathering and development for different modules independently rights from scratch to end.
- Understanding of existing reporting templates and come up with optimized solution for UI-content creation that will automate their reporting
- Interaction of new system with existing solutions
- Explaining solution to all customers and resolving queries
- Bug fixing
- Mentor to new team members.

WORK HISTORY**JUNIOR ENGINEER***12/2014 to 09/2015***ANR Software Private Limited | Noida, UP**

Followings are the details of the projects undertaken:

- e*HR (e*Restaurant Human Resources)
- e*Smart Clock
- Kitchen Timer

Key Responsibilities

- Assisted the technical support with special projects.
- Documented customer requirements and project plans.
- Contributed to daily scrum meetings with team updates.
- Tested troubleshooting methods, devised innovative solutions, and documented resolutions for inclusion in knowledge base for support team use.
- Provided documentation on start-up, shut down and first level troubleshooting of processes to help desk staff.
- Requirement gathering and providing consultancy to the client on how to improve their existing system.
- Bug fixing

MARKETING EXECUTIVE

06/2013 to 08/2014

Appco Group India | Delhi, New Delhi

Key Responsibilities

- Taking care of the sales & predefined sales target
- Contributed to daily scrum meetings with team updates
- Documented customer requirements

EDUCATION

MBA | Information Technology 2015
Sikkim Manipal University Distance Education, New Delhi

B.Tech | Information Technology 2012
Lovely Professional University, Phagwara, PB

PERSONAL DETAILS

D.O.B: 03-01-1989

Permanent address: Varanasi

Hobbies: Travelling, Singing

Employment Status: Permanent

ACHIVEMENTS

- Best performance in Operations
- Best Team leader
- Best Employee of the month

DECLARATION

I hereby declare, that all the information mentioned above is true and correct to the best of my belief.

Abhishek Pathak