Nikhil Rajak

Present Address – H.N 2257 Behind Anghar Mahaveer Temple Gorakpur Jabalpur .

Mobile no. 8602126242

Email id: - nikhilrajak2011@gmail.com

**Carrier Objective:**

Maximize my team leading experience in a challenging environment, guiding by example and utilizing vast experience in directing a team towards its objective within the deadlines and thus achieving the corporate goals.

**Profile Summary**

**A growth-oriented professional** with **over 8years** of experience

 experience in Operation, Business Development and key Account

Expertise in handling branch Operation and marketing functions for accomplishment of given business targets in the specified parameters

Excellent relationship management skills with customer centric & service orientation approach and effective verbal and written communication skills

Excellent in understanding **customer infrastructures, their needs and provide expertise and consulting solutions**

Proven success in working in a **multi-cultural environment**, managing and steering a team of engineers to plan, design, implement, maintain and improve quality of service of the telecommunication network

Skilled in providing technical leadership & guidance to technical staff; ensuring compliance with policies & regulations, and that.

**Work Experience:**

1. **Market Xcal Data Matrix from Aug 2020 to till date as a Sr. Relationship Manager Jabalpur.**

Handling all type of branch Operation.

Manage a team of RMs across districts in a Jabalpur Area.

Support area Team with field execution

Train and monitor the team for field execution

Manage and supervise all tasks of the RMs

Handling Large Team In Jabalpur Area

All issues are addressed & resolved In Jabalpur Area

1. **Reliance SMSL from Sept 2018 to to Aug 2020 as a UJP Manager of Mandla**

**Business Development**

Business planning, forecasting and analysis for assessment of revenue potential in business opportunities.

Conducting competitor analysis by keeping abreast of market trends & achieving market share metrics.

Managing customer related activities & forwarding customer instructions to the concerned department and ensuring

customer satisfaction by achieving delivery & service quality norms.

Evaluating marketing budgets periodically including manpower-planning initiatives and adhering to planned expenses;

ensuring healthy ROI for the channel partners.

Formulating periodic business plans & strategies, in coordination with macro plans of organization.

Supervising pre & post marketing activities, including promotions, for successful launch of new products and ensuring good

merchandising and brand visibility.

Utilizing public information and personal network for developing marketing intelligence so as to generate leads

**Strategic Planning**

 Formulating developmental strategies for achievement of goals and targets by identifying & developing new avenues for long term growth.

Establishing corporate goals, short term and long term budgets and developing business plans for the achievement of these goals

**Customer Relationship Management**

 Effective Management of Customer Relation Operations and ensuring maximum Customer Satisfaction by providing timely

disbursal and clarification of pre and post disbursal queries.

Developing and maintaining corporate relationships for accomplishment of group objectives by generation of business.

Coordination with different divisions and outsourcing agencies to give a faster service to the clients and ensuring minimum TAT.

 Interfacing with clients for understanding their requirements & suggesting the most viable solutions / products and cultivating relations with them for customer retention & securing repeat business.

 Building and maintaining healthy business relations with customer, enhancing customer satisfaction matrices by achieving delivery & service quality norms

.Analyzing the client’s needs in detail and accordingly suggesting options

Identifying and networking with financially strong and reliable Channels, resulting in deeper market penetration and

improved market share.

Ensuring high level of customer service in the branch and managing difficult customer situations.

**Manpower Planning/Recruitment & Resourcing**

 Managing the complete recruitment life-cycle for sourcing the best talent from diverse sources after identification of manpower requirements

.Planning human resources requirements in consultation with heads of different functional & operational areas & conducting selection interviews

.Handling periodic follow-ups through enquiry registers & dealership counter for enhancing customer service quality.

Formulating debt collection mechanisms for timely receipt of money & recovery of bad debts

Identifying and networking with channel partners to achieve deeper market penetration & reach.

Evaluating performance & monitoring the sales and marketing activities of the channel partners.

Formulating debt collection mechanisms for timely receipt of money & recovery of bad debts.

**Team Management**

 Designing and implementing strategies for building team effectiveness by promoting a spirit of cooperation between

team members.

Conducting meetings for setting up sales objectives and designing or streamlining processes to ensure smooth functioning of operations.

.Identifying need based training modules for channel partners; impart training to the sales team to ensure efficiency in sales operations and meeting of individual & group targets**.**

**Leadership**

 Providing leadership, managing long term plans, identifying risks, opportunities, and options.

Promoting a culture of informed decision making ensuring that units of corporate responsibility are planned,

structured and focused.

Mentoring, motivating and coaching talent to achieve the objectives.

1. **Telesonic Networks Ltd. Jabalpur from 12 feb 2015 to 2018as a Field Engineer of Jabalpur.**

 Acquire and connect home and micro enterprise customers.

configure static /dynamic ip& networking.

Release of Building Permission for CR and NR RFS Buildings.

Handling DSL/LL/PRI customer query/request/complaint.

Ownership of SLA delivery and Customer Satisfaction.

 Customer Visit with team within 1 hr. of receiving any escalation and resolving.

1. **NVR & ASSOCIATES LTD Jabalpurfrom 1 July2012 to 11 feb2015 as a Billing Supervisor of Jabalpur**

Co-ordinate with vendors & Circle Team for billing related query resolution.

Providing reports to top level management of material consumed by vendors

Preparing bills of Installation & Shifting, Fault Repair, Request, UGCM & Fixed bills at the end of the month.

Verifying & checking all bills of Installation & Shifting, Fault Repair, Request, UGCM & Fixed bills.

Preparing Reports on a weekly/monthly basis as per the requirements raised by seniors & Top level Management as per agreed standards & timelines.

Good hands on with Excel tools like Look up’s, Pivot table, charts and Graphs.

Easily works on MS Word, Excel & Power points.

Effectively & smoothly works on job related Software’s.

Keep maintaining records of all data updated on day to day basis

**IT Skills**:

Excellency in Microsoft office tools – MS Excel, World & Power Point.

Hands on experience of SAP,WIMS,Lotus client, Oracle based applications & MS outlook.

Various kind of OS installation, Printer Setup, LAN, WAN troubleshooting & solutions designing.

Explore online solution supports from available various applications software, like desktop sharing, FTP, VPN.

**Educational Qualification:**

Bachelor of Computer Applications in year 2011.

12thMP Board Year 2008

10th MP Board Year 2006

**Personal details**:

Father’s Name                          Mr. Rajkumar Rajak

Mother’s Name Shashi Rajak

Date of Birth                          08/01/1990

Nationality                                   Indian

Gender                                    Male

Marital Status                            Single

Language Known                     Hindi, English

Permanent Address                   H.N.2257 Behind Anghar Mahaveer Temple gorakpur

 Jabalpur (M.P.) 482001

Hobbies                                     Playing Cricket, Internet Surfing

Email-Id                                      nikhilrajak2011@gmail.com

Contact No.                              8602126242

**About Me:-**

Determination is my virtue. I believe that Determination will lead me towards achieving Success. I am adaptive, good learner. Flexible and a Result Oriented Individual

**Date: -**

**Signature**

**Place:** -                                                               **(NIKHIL RAJAK)**