**RAHUL SINGH**

**Contact : 91-9911900700**

**E-mail :rahulidea.singh93@gmail.com**

**Middle Level assignments in the field of Client Relationship Management and Team Management with the leading organizations.**

* A Management Graduate having over **7year’s** of experience in customer relationship Management and front desk Management.
* Have strengths in: Customer relationship, Training & Development ,front desk sales and services

& Operation.

**AREA OF EXPERTISE**

**Sales, Services & Training**

* Adopting feasible sales and customer services.
* Ensuring the maximum sales by providing efficient sales operations for achieving allocated target.
* Utilizing the utmost public information and personal network for the expansion of business.
* Deep knowledge in CRM and customer services into post paid and prepaid business.
* Provide the training for trainees & new employee.
* Take care DGR training program for ex- army persons.
* Good command in retails training (selling, visual merchandising, demonstration, understanding customer needs etc.)
* Time to time check process knowledge & update new updates
* Motivation to carry out work related tasks.

**Customer Relationship Management**

* Ensuring customer satisfaction by achieving delivery of service quality norms.
* Strategizing policies & procedures in the operating systems to achieve greater customer delight.
* Reviewing & interpreting the market trends/ client feedback to attune the business strategies as per the guest requirements & expectations.

**KNOWLEDGE PREVIEW**

* **Idea postpaid and prepaid customer services**
* **Quality check in pizza hut and all services in the BOH.**
* **Managing all store operation activity with allocated target.**

**ACADEMIC QUALIFICATION**

* 10th from CBSE Delhi
* 12th from CBSE Delhi
* BA. Prog. from Delhi University
* MBA in Operation From Sikkim Manipal University

**ACADEMIC EXPERIENCE**

* 4 Year teaching experience as a senior faculty member for Business Students in Future Point.

**CERTIFICATRION**

* **Certified Trainer by sector Skill Council of India (SSC) in August 2017**
* **Best Executive in customer service & resolution quality at Delhi Circle by Idea Cellular Ltd. in July 2013**

**EXPERIENCE**

**02nd January 2019 to till now working as a Office Manager in SRK InfoTech.**

**April 2018 to 31st December 2018 now working as a Sr. Trainer in Foresight Edutech Pvt.Ltd.**

**October 2017 to January 2018 working as Sr. Sales Team Member in AHA Organization.**

**March 2017 to September 2017 working as a Retail Trainer in Alliance Educare & Research Pvt. Ltd.**

**Sep 2015 to 31st Dec 2016 working experience as a store manager in A.S Telecommunication (franchise of Idea Cellular Ltd).**

**March 2011 to31st August 2015 working experience**

**e as a Sr. Executive in Signals Communication (franchise of Idea Cellular Ltd).**

***Chief Responsibilities:-***

***1.* CUSTOMER SERVICES**
• CAF PUNCHING, PROVISING TIMING.
• CUSTOMER PROBLEM TAGGING IN CRM.
• SIM RELETED ISSUE AND PLAN CHANGING & PLAN RELETED ISSUE& OTHER CUSTOMER QUARY.
• NETWORK PROBLEM TAGGING IN CRM.
• MONITERING CUSTOMER PROBLEM SOLUTION, COMPLAIN ESCLATION.

* STORE OPERATION, TARGET ORIENTATION, TEAM LEADING.

**2. SALES**
• Responsible for achieving Idea post paid and prepaid sales target
• regularly monitoring the performance of co-sales force.
• To identify the prospective customer and promote the new product, new scheme.

 ***Chief Responsibilities:***

* Building and maintaining healthy business relations with major clients, ensuring maximum customer satisfaction by achieving delivery & quality norms.

**STRENGTH**

I think the most strong point of my personality is positive thinking and my cheerful behavior with high level of commitment, sincerity and integrity coupled with the ability to work logically and patiently. I can efficiently work both as a team leader as well as a member and can give my best to the organization.

**PERSONAL DOSSIER**

**Father Name** : Sh. Jaihind Singh

**Date of Birth** : 28/04/1988

**Marital Status** : Unmarried

**Permanent Address** : C-260 Old Seemapuri Shahdra Delhi-110095

**Languages Known** : English, Hindi.

**Hobby** : Listing Music & Reading Books

 (Rahul Singh)

 Place