**YOGESH SURESHRAOMUSALE**

**Email ID-** musaleyogesh92@gmail.com

**Mobile: +91 9175175151**

**+91 8805711400**

**Professional Summary:**

**Dynamic trained in an IT environment who goes above and beyond given data job responsibilities to achieve superior results and maintain company-wide integrity**

*Confident, conscientious and committed young customer Service professional with more than2yrs experience; presently serving as CAO(Customer Activation Officer), with a reputed Company –* **Telewings communication service private limited*,*Telenor group-Norway**

**IT / TELECOM INDUSTRY**

**Preferred Function: Customer Service at **

Preferred Location: Pune

**PROFESSIONAL PROFILE**

* A dynamic customer Service Professional with more than **2 years** rich experience.
* **Working was withTelewings communication service private limited., as CAO–Prepaid CAF management Term & Appellate Pune City (present) at UNINOR ( Telewings group-Norway)**
* An enterprising leader with the ability to motivate personnel towards achieving organizational objectives and adhering to industry best practices
* Now Working With idea Cellular working from last 1 Year As Territory Sales Manager

**Career Highlights**

**Jan2013to Dec 2015with Telewings communication service p.v.t Ltd. as Prepaid- CAO**

Some Time I was Looking Pune City Area & now Beed ,Georai City

* **Summary**
* Customer service professional more than 2 years of experience in client Relationship Management and Team Management.
* Adroit in ensuring delivery of high quality service to support customer’s business needs & achieving continued high customer satisfaction from all operational users for service
* Demonstrated excellence in recommending improvement to functionality, creating and delivering quality service.
* Deft in providing the earliest possible notification of potential service disruption or degradation and recommending procedures to minimize the impact to customer develop business rationale and benefits of any proposed changes
* Expertise in ensuring sufficient continued communication and transparency & contractual visibility to both parties along with continuous evaluation of quality, cost& delivery covering performance program
* An effective communicator with excellent relationship building and interpersonal skills backed by strong analytical, problem solving and organizational abilities
* Good inter personal skills and ability to work under pressure
* Ability to build team environment
* Won many awards & Recognitions in extracurricular Activities
* Good technical skills & troubleshooting skills.
* Excellent communication and customer management skills
* **Experience**
* Responsible for least Number of barring and SLR (Second Level Rejection) and adhering to CAF compliance.
* 100% activation within 48 hrs. as per defined by company policies
* 100% audit on prepaid CAFs within next four working days.
* Overseeing end-to-end prepaid verification process as per DOT guideline
* Leading a core team and responsible for defining & implementing CSD CAF process in Pune (Maharashtra)
* Responsible for handling TERM audit and Nodal & Appellate function
* Preparing MIS reports for associates to ensure smooth operation of CAF and Address Verification (AV) process
* Monitoring customer service operations(CAF) for achieving quality customer acknowledgment & constant feedback to the associates for meeting the defined TAT
* Carrying out performance appraisals, award& reorganization programs; sharing feedback on areas of improvement with associates
* Facilitating for CAF Management Team and Audit Team for driving quality of customer Acknowledgement

*Confident, conscientious and committed young customer Service professional with more than****5*** *yrs. experience; presently serving as* ***Territory Manager****, with a reputed Company –* **idea Cellular Service Ltd.. *(4G Service).***

**TELECOM INDUSTRY**

**Preferred Function: Sales & Distribution (S&D)**

**PROFESSIONAL PROFILE**

* A dynamic customer Service Professional with more than **4 years**  rich experience.
* Currently working with **idea Cellular Service Ltd(4G Service), as *Territory Manager***
* An enterprising leader with the ability to motivate personnel towards achieving organizational objectives and adhering to industry best practice

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|  | Professional Experience  idea Cellular Service Ltd.  December 2015 To Present  Territory Manager  Key Responsibilities:-   * Managing & directing sales team of Territory Sales Manager in terms to Achieve Organizational goal & objectives with high Productivity. * Profiling & appointment of distributors at every Village in taluka under allotted territory * Market Analysis & Mapping in terms to set adequate distribution parameters and to evaluate potential & scope of market at launching phase. * Responsible for Primary and Secondary. * Appointed All 10 Distributor with Complete Documentation formalities &Approval at all 10 Location. * Ranked 1st intra Circle On 4G Up gradation Launching Premium Dealers/KRO/Outlet mapping & detailing target Achievement under time frame. * Developing channels and maintaining partnerships. * Acquisition of quality subscribers into system by focusing on the Good Activations through the retailers. Also focusing on VLR * Working very closely in increasing distribution depth and width by opening new EVD and Activation outlets. * Compiling required data as and when required by company. * Data related to sales and marketing monitoring daily sales and tracking   **Job Profile-**\* Fastest growth on Distribution parameters by our zone in whole rest of Maharashtra Circle.  \* Appointment of 4 channel partners in short span of time to get optimum output in potential market.  Job profile- Managing, motivating, directing postpaid team of Territory Sales Managers, Sales Officers in terms to achieve Organizational goals & Objectives with high productivity.  \* Responsible to increase Market share & (ARPU) Average Revenue per User in assigned Territory through quality acquisition, Control churn, and customer’s retention by service assurance.  \* Responsible to assure Channel partners ROI & satisfaction.  \* Drive sales with the help of significant planning & designing  Attractive schemes to get desired & productive results.  **Key Achievements-**  \* Achieved 120% annual target of acquisition ( Net Gross Additions)  \* Appointed 10 channel partners in potential area and got exceptional growth in business parameters.  Job **pro**\*Responsible to manage Post-paid business of Aurangabad cluster.  \*Handling idea Relationship Centers/ idea Exclusive Outlets /Postpaid Distributors/Pre-paid DSA of Taluka In Beed District in wadwani Taluka.  \* Driving Sales through Executives /channel network and Direct Sales Team in terms to achieve Net Gross Sales target with month on month basis growth.  \* To drive and accelerate productivity of Sales Team through motivational approaches  \*Maximize sales with innovative ideas, schemes and approaches.      SkiLLS & Expertise   * Computer Basics(MS-CIT, CCC) * Microsoft Office (Word, Excel, Outlook) * Well versed with internet * Telecommunication * Service delivery * Team management * GSM * Call centers   Intrests & Hobbies   * + - Music, Travelling & Sports   Skill Highlight: .Energetic work attitude. Sharp problem solver  Education Details   |  |  |  |  | | --- | --- | --- | --- | | Degree | Board/Institute | Year of passing | Class | | BCA | TMV (PUNE) | 2011 | First Class | | HSC | Aurangabad Board | 2005 | First Class | | SSC | Aurangabad Board | 2003 | First Class |   Major Strength   * Honesty, Patience and Hard work. * Perseverance in achieving my goals * Good motivational and management skills. * Enjoy Team work and dedication.     Training Imparted   * Coaching For Performances * Time Management * Team Retention Imperative   Languages   * English * Hindi * Marathi   Personal Dossier  Name : Yogesh Suresh Musale  DOB : 12th Apr 1987  Gender: Male  Marital Status: Married  Local Address: Flat N 11 Priyanka Residency, Opp Suraj Hospital, Near AM College, Manjari Road,  Mahadeo Nagar, Hadapsar Pune 412307.  Permanent Address: Indraprasth Colony, Near Balepeer Dargah, Nagar Road Balepeer, Beed 431122. |
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