

BALVINDER SINGH BALI

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CAREER OBJECTIVE:

I aspire to achieve professional excellence in pursuance of organizational goals while seeking personal growth and development and utilizing my experience and skills to the fullest, taking the job with a sense of responsibility and making my contribution by learning and working productively.

STRENGTH:

Strong communication and interpersonal skill, leadership qualities, a hardworking individual with confidence and firm determination, Devoted to own duty, Flexible, Easily Adjustable in any environment.

CAREER CONTOUR:**Dec.2018-August-2019****Breakphix Technologies****BREAKPHIX****Sr.Area Service Manager****Job Profile**

- Responsible for Creation of Exclusive Stores for Multi-Brands Mobiles, Laptop and Air conditions.
- Our vision is to providing Services for All brands of Mobiles, Laptops and Ac's under one roof.
- Handling Six engineers, Store Managers, and Delivery Boys.
- Managing the business for BreakPhix Organization.
- Providing Timely service to our valuable customers.
- Responsible for appointments of Store Franchise and Collections store also.

Mar. 2009 to Dec. 2018**Telecare Network india Ltd.****Zen mobiles****Area Service Manager****Job Profile**

- Handling over all operations of J&K with 15 ASP (Authorized Service Partners) to deal with after sales support.
- Working on 2500 call volume /month .
- Ensure 100% call closure of L0/L1 level on same day(24 hours) and 48 hour TAT for L2 level calls by doing Endless follow up with logistics if some shipment is not on time
- Ensure zero fake call login in CRM by calling to customers calls and physical verification of handsets .
- Ensuring accessory swap calls should not go beyond 3-4% of total calls .
- Review of daily open calls & part pending calls & chasing with stores & other dep't for speedy closure.
- Working for minimizing DOA handsets and control cost of company.
- Ensuring Timely Closure of Customer complaints.
- Managing over all branch activities which include Customer services, maintain MSL of ASP, Defective Inventory reverse logistic, monthly service claims of ASP.
- Reviewing performance of all team members on monthly basis. Happy calling to distributors and customers.

- Generating new sales queries from existing/new accounts & converting them into definite orders, liquefying sales stock of consumable/hardware dealer.
- Monthly audit of spares of service partners
- Locating and opening new ASP in up country

July 2007 To Feb 2009

MICROMAX INFORMATICS

MICROMAX

Technical Support Executive

Job Profile

- Handling of 24 outlets in the Kashmir valley.
- Handling sales and service operations across Kashmir valley.
- Responsible for sales and service channel partners development.
- To ensure achievement of sales target & revenues in Kashmir valley also ensure optimum market penetration.
- Assist in marketing and sales strategy to increase market share and profitability.
- Assist to train distributors, partners /FOS to achieve sales targets.
- Visiting Retailers for Stock Availability and Providing Assurance Service to our Valuable Customer.
- Rural Market Expansion and Prominent service promise.
- Manage relation with all the retailers as well as with the distributor.
- To handle all customer complaints, requests and enquiries.

Dec 2006 June 2007

Ricoh India Ltd.

RICOH

Sales Engineer

Job Profile

- Managing Sales and Service operations in the Ladakh region.
- To maximize sales through effective execution and implementation of placement and distribution strategies
- Demonstration on technical specifications of product for use and Service also.
- To ensure merchandise for new products or schemes & proper deployment at all Point of sale.
- Managing the business of RICOH for entire Ladakh.
- Handling 2 promoters and 2 Service engineers
- Responsible for Sales and Service channel development.
- Assist in marketing and sales strategy to increase market share and profitability.

QUALIFICATIONS

- Three year's B.E Diploma in Computer Science Engineering from Government Polytechnic.
- B.Sc Graduation from jammu University.
- 10+2- J&K BOSE
- 10th- J&K BOSE
- Six months Diploma in Computers Hardware, Software, Networking ,Assembling ,Disassembling ,Software Installing from EDES Computer Solutions.

PERSONAL SKILLS:

- Energetic, Engaging personality, excellent communicator.
- Leadership and management skills.
- Passionate and quick learner.

Interests / Activities:

- Attitude with decision-making command.
- Patience, Strong goodwill, Good teamwork, Believe in facing the Challenges.
- Language Fluent in Hindi/Punjabi/Dogri/ Kashmiri/ and Proficient in English.
- Pro Interacting with people, net browsing, reading newspapers.
- Like Traveling, knowing People, Listening to music.

PERSONAL DETAILS:

- Father's Name : S. Kulwant Singh Bali
- Permanent Add: Model Town , Sec-5 ,House no-114, PINCODE:180010
- Date of Birth: 20-02-1983
- Languages: English, Hindi, Punjabi,Dogri, Kashmiri
- Driving License Yes
- Marital Status Married.

BALVINDER SINGH BALI

DATE:- 01/10/2019