**Abhinav Tyagi**

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**SUMMARY**

Knowledgeable about arranging authorizations, preparing and processing work. Methodical and highly organized with good prioritization and planning abilities. Experienced over all 4+ years in sales and IT industry . Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. Innovative ideas professional skilled at delivering professionalism in every work exchange.

**SKILLS**

* Excellent planner and coordinator
* Database management, SQL and technical skills
* Strong decision maker
* Innovative
* Service focused
* Team building

**WORK HISTORY**

**Welco Infotech private Ltd: Sept 2020 till Present**

**Business Development Manager:**

* **Deal in VOIP calling Services, Bulk SMS to domestic and international clients(A to Z countries)**
* **Provided Voice service to SME, startups and other industries**
* **Acquired corporate clients like BPO’s, Market research and IT industry.**
* **Managed clients from all across the Globe.**
* **Providing complete solutions to all Centre/BPO’s for enhancing customer experience.**
* **Cloud communication services like UCaaS, CPaaS, WebRtc.**

**Yoma Multinational Limited :** **Jan 2018 till April 2020**

**Business Development executive:**

* Business development, client relations, servicing and handled client acquisition in PAN india. .
* Acquired various new B2B clients in PAN india and increased business from various clients.
* Worked with internal teams to solve client queries and objections.
* Responsible for acquiring new corporate clients and managing relationships with existing clients. Thus managed to do good business with the client in PAN india.
* Selling of payment services to big dealers and increased business from them .
* Selling QR codes, payment gateways to all the big clients of various industries.
* As a part of KRA’s, also handled the client service and sales.
* Acquiring new sellers for category for the development of business.
* Mapping the merchant partners for category under the marketplace model.
* Lead management of merchant accounts, guiding them through entire on-boarding process.
* Guiding sellers with complete set up & syncing their account with all the stages.
* Guiding live sellers with cataloging process & ensuring to get the catalog live.

**Merino Services Ltd: Aug 2016 – Jan 2018**

**Sales and Marketing Associate:**

* An excellent exposure to business structure across PAN India and Globally.
* Guiding Businesses on how to improve their customer experience in Europe and Middle East
* An understanding of global business environment and strategizing accordingly.
* Our ERP software helps brands/customers to create the great customer experience
* Handled Clients in Asia Pacifc, Middle East & Africa, USA.
* Marketing and promotion of ERP Softwares for Manufacturing and other Big size industries in PAN India.

**EDUCATION**

* **2008-2012:** Bachelor of technology from GL Bajaj, Greater Noida.
* **2014-2016:** PGDM in Marketing and HR from Fostima IMM, New Delhi

**ACHIEVEMENTS**

* Spot Award for completing the task before time.
* Won collage competition held in college on national unity day.
* Participated in various Inter-School Computer Quiz Competitions and Cricket tournaments held at School level.
* Nominated as president for Rotary blood donation camp held in Business School 2015

**PERSONAL DOSSIER**

**Date of birth :** 4th february,1991

**Nationality :** Indian

**Languages known :** English and Hindi