

# VIKASH KUMAR DAMAI

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## Summary

Dynamic IT Sales professional with a strong background in vendor & customer management and client relations. Successful at managing multiple assignments while meeting tight deadlines. Highly motivated professional who thrives in high- performance environments. Excellent sales, and team building skills.

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## Core Proficiencies

- Microsoft Office
  - International IT Sales
  - Hardware, software & cloud knowledge
  - Complex problem solving
  - Detail oriented
  - Client relation management
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## Professional Experience

### Dell International services – Inside Sales Product Specialist

04th April 2014 to Present.

- Provides product or BU specific expertise.
- Own account sets and/ or be called into accounts as opportunities are identified.
- Acts as a technical resource to support the sales organization to meet and/or exceed their objectives.
- Identifies customer needs/ requirements and recommends the appropriate products and solutions.
- Provides direction and guidance/mentor to less experienced team members and coaches others in closing complex deals.
- If account/acquisition focused individual responsible for average to high revenue spend in business and/or account complexity within assigned business
- Strong understanding of enterprise products and services
- Remains up to date on new product, technology, and services offerings
- Accomplished level specialized sales representative, influencing how others engage and interact across the segment.
- Strong understanding of subject matter

### Convergys India Services Private Limited-Technical Support Officer

19th March 2012 - April 2014

- Focusing on delivering a positive customer experience according to AT&T standards.
- Installation of the Internet services for the new customers.
- Troubleshoot for the browser and antivirus related issues.
- Help the customer with the wireless Internet connection and all basic Internet configurations.

- Help the customers in setting up their IP TV's and VoIP.

Aditya Birla Minacs- 26<sup>th</sup> July 2010 – 29<sup>th</sup> Feb 2012  
Customer Support Associate

- Customer support
  - Providing Guidelines on Access Related Issues.
  - Creating Tickets and Working on the Tickets.
  - Manage call flow and responded to technical support needs of customers.
  - Resolve customer issues in a clear, courteous, and straightforward manner.
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## Education

Bachelor's in commerce from EIILM University, Sikkim.

Pre-University From Darrang College, Tezpur, Assam.

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## Awards & Achievements

Have won multiple awards on weekly basis in Internal R&R.  
Have been awarded Best Agent of the segment in Q3 FY17.  
Won - On the Spot award on multiple occasions.

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References will be provided upon request.

Yours Sincerely

Vikash Kumar Damai

