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RESUME

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| **Venkatesh M**  **Mobile : 9940205627**  **E-Mail : venkistay@gmail.com**     |  | | --- | | **PERSONAL DETAILS** |   **Name** : Venkatesh M  **Residential**  **Address** : No 17/2, GRK Men’s  Hostel, LG Towers,  Kambar Street,  Ambaal Nagar,  Chennai  600032  **Permanent**  **Address** : No 47/35, North  Street, Thokkavadi,  Thukkapet, Chengam,  T.V.malai 606 709  **Mobile** : +91-9940205627  **Email ID :** [venkistay@gmail.com](mailto:venkistay@gmail.com)  reachvenkat85@gmail.com  **DOB** : 17 July 1985  **Nationality**: Indian | |  | | --- | | **CAREER OBJECTIVE** |   Aspire to join in a reputed company to perform my best abilities which can utilize my technical and interpersonal skills.   |  | | --- | | **PERSONAL COMPETENCIES** |  * Quick learner. * Able to grasp innovative ideas. * Able to work as an individual or in a group. * Good Communication skill and leadership qualities. * Ability to deal with people diplomatically. * Resilient and have patience. * Ability to work in a fast-paced environment. * Enthusiastic self-starter who contributes well to the team.  |  | | --- | | **EDUCATION HISTORY** |  * **B.E** in Electronics & Communication Engineering - **2006** - **First class** in Rajiv Gandhi College of Engineering affiliated by Anna University – Sriperumbudur. * **HSC – 2002 - First class** in Sahayamadha matriculation Higher secondary school – Chengam. * **SSLC – 2000 - First class** in Sahayamadha matriculation Higher secondary school – Chengam.  |  | | --- | | **COURSE COMPLETED** |  * AWS Certified Solution Architect - Associate * Red Hat Certified Engineer **(RHCE).** * Cisco Certified Network Associate **(CCNA).** * Microsoft Certified System Administrator **(MCSA).** * Advanced Diploma in Computer Hardware and Networking **(ADCHN).** * Advanced Diploma in Java Programming **(ADJP).** |

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| **WORK EXPERIENCE** |

**Total years of Experience: 10 years and 8 Months**

**HDFC Sales Private Limited**

Financial Services Associate

1 Year and 7 Months

Mar 2018 to Sep 2019

* Meeting the customer daily based on the assigned appointments.
* Analyse customer requirements and recommend investment and insurance products according to same.
* Processing the investment product enrolment based on customer need.
* Develop and maintain relationship with customers and assist to generate sales opportunities for financial products of company.
* Analyse and resolve all customers’ issues for servicing, product openings and maintenance for same.
* Identify and work on cross sales opportunities through servicing contacts.
* Ensure compliance with all rules, procedures and requirements of companies and states for efficient company and associates operation.
* Maintain knowledge on new investment and insurance products and assist in developing sale strategies for same.
* Monitor and assess all investment and insurance requirements policy owners launched by prudential financial companies.
* Develop investment and insurance programs and prepare sales guidelines for various insurance contracts and financial products and services.
* Administer client portfolio and assess changes in policyholder’s requirement and made required changes to portfolios.
* Maintain existing products of clients, secure reinstatement of lapsed insurance policies.

**Bharti AXA Life Insurance Company Private Ltd**

Unit Manager

3 Months

Jun 2017 to Aug 2017

* Identifying the potential advisor and recruit to make his selling.
* Evaluating staff performance.
* Training new staff.
* Managing daily schedules.
* Providing service to the customer.
* Minimising expenditures.
* Enforcing health and safety regulations.

**Eureka Forbes Ltd**

Group Customer Sales Specialist

8 months

Nov 2016 to Jun 2017

* Daily Door Knocks.
* Planning / assigning work for the day and to the team.
* Location allotment for team members.
* Daily Team meeting.
* Updating the work status, appointments, bookings with JOS Software.
* Providing demo to the customer.
* Training customer on sold product.
* Conducting stall activities.
* Reporting work status with next level manager.

**Own Business**

**Working Partner** General Manager

2 Years and 7 Months

Apr 2014 to Oct 2016

* Responsibilities 1:
* Advice user to enter their identity, In and out time.
* Assigning computer and time limit to users.
* Extending time limit to users based on request.
* Providing support for clients based on user’s request.
* Managing and maintaining Server, Switch, Printer, Scanner, Fax machines etc.
* Responsibilities 2:
* Understanding users request and provide necessary product.
* Suggesting users regarding different products.
* Updating users about upcoming and new products which suits them most.
* Accessories Quote request has to be done based on user request.
* Managing Whole sale dealers and retailers based on percentage interest.
* Assigning work to the mechanics based on user request.
* Completing the deadline as per commitment.
* Weekly and monthly accessories request will be requested and received based on requirement.
* Offers and Available updated accessories have to be communicated through advertisement.
* Responsibilities 3:
* Identifying and evaluating the cost of the parcel or courier.
* Updating the bill or register based on user input.
* Updating user about the process and the estimated delivery time.
* Any missing in goods will be communicated to the head office.
* Delay in delivery and other issues will be tracked based on tracking serials.
* Daily goods will be surrendered and registered with agents.
* Responsibilities4:
* Plan and assign daily workload to sales team.
* Interview, hire and train sales representatives.
* Marketing activities to achieve corporate revenue goals.
* Evaluate performance of sales team and provide appropriate feedback.
* Provide guidance to sales representatives in their assigned duties.
* Respond to escalated customer complaints in a timely manner.
* Develop new sales techniques for business growth and profitability.
* Understand customer needs and suggest changes in products to meet these needs.
* Address customer inquiries about products and services offered.
* Identify potential customers and build strong relationship with existing customers.
* Provide excellent services and ensure customer satisfaction to build business.
* Represent company brand in sales conferences and trade shows.
* Assist customers in selecting the right products based on their needs and specifications.
* Identify selling strategies and opportunities to increase revenue.
* Evaluate current sales processes and recommend improvements.

**Pfizer India**

**Pfizer Products India Private Ltd**

Professional Document Controller/ System Administrator

2 Year and 4 months

Dec 2011 to Mar 2014

**Responsibilities :**

* Providing support for Daily request from users through mail, chat and remote support.
* Creating, Working and assigning service center tickets based on the request.
* Supported two different service center queue
* Creating folders and providing sufficient access to the folders based on user request.
* Communicating outages and updates to the repository users.
* Attending Designated point of contact (DPOC) monthly meetings and communicate updates related to end users.
* Managed Team mail box and involved in different associated groups.
* Involve in Support and Guiding users for different repositories.
* Troubleshooting problems in different repositories.
* Daily requests tracking for different repositories.
* Performing Bi-Weekly backup for repository, updating status to the respective team.
* Approving repository access requests for end users
* Assigning sufficient permissions to access the resources for repository.
* Review, Collecting, Scan and upload documents from different teams.
* Managed Vault and maintained the inventory.

**Pfizer Accelerated Solution Centre India**

**Infonet Solutions**

**HP Contractor**

Desktop support Engineer

Jun 2010 to Nov 2011

**Responsibilities :**

* Providing support for Daily request from users through phone, Chat and remote.
* Creating, Working and assigning service center tickets based on the request.
* Involve in Support and Installation of Software, Hardware and OS.
* Troubleshooting problems in Software, Peripherals like Printers, Scanners Etc.
* Configuring Soft phones, IP Phones, Blackberry and Data card.
* Daily maintenance for Printers, Scanners, Video conference.
* Weekly maintenance for Printers, Scanners, Video conference and patch updates.
* Daily call report and printer log managing / report generation.
* Asset assigning and retrieving.
* Assigning sufficient permissions to access the resources in server.

**GGS Information services India Private Limited**

Junior Network Engineer

1 Year and 4 months

Nov 2008 to Feb 2010

**Responsibilities :**

* Hardware/Networking maintenance and Troubleshooting.
* Involve in Support and Installation of Hardware, Software and OS.
* Troubleshooting various problems in PC Installation, Configuration of Peripherals like Printers, Scanners, Modems, soundcards, Network cards Etc.
* Securing the system from virus by installing and updating anti-virus, anti-spyware.
* Creating and shifting user accounts and assigning sufficient permissions to access the resources.
* Implements physical LAN and Resolve network problem.
* Updating clients as per schedule.
* Managing and maintaining 2003 Server.
* Email systems MS Outlook.

**Launch PD Enterprises Private Limited**

System Administrator

1 Year and 1 month

Oct 2007 to Oct 2008

**Responsibilities :**

* Hardware/Networking maintenance and Troubleshooting.
* Involve in Support and Installation of Hardware, Software and Operating Systems.
* Assembling desktop PCs.
* Installing, Managing and maintaining Transcription file websites based on scripts.
* Quality check for jobs before uploading Transcription file.
* Transcription files allocation for users.
* Sending and receiving files depend upon user requirement.
* Troubleshooting various problems in PC Installation, Configuration of Peripherals like Printers, Scanners, Modems, soundcards, Network cards Etc.
* Securing the system from virus by installing various types of anti-virus.
* Updating clients as per schedule.
* Managing and maintaining 2003 Server.
* Client Interaction through Chat.

**ICICI Bank Limited**

**i-solutions private limited**

Financial Consultant

1 Year

Aug 2006 to July 2007

**Responsibilities :**

* Handling Investment products like Mutual funds, Insurance, Gold and IPO.
* Consult with potential and existing clients on their financial needs.
* Contacting clients and setting up meetings either within an office environment or in clients home or business premises.
* Researching the marketplace and providing clients with information on new and existing products and services.
* Reviewing and responding to clients changing needs and financial circumstances.
* Promoting and selling financial products to meet given or negotiated sales targets.
* Contacting clients with news of new financial products.
* Helping clients on source funding.
* Develop new business through leads and referrals.
* Follow up with customers to maintain continued relationship.
* Sell products or services that will help clients obtain their financial goals.
* Log on a regular basis activity levels of all products.
* Market, Service and promote the financial products and services offered.
* Follows deadlines and able to manage stressful situations.

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| **Certification Completed** |

* **IRDAI** Insurance Regulatory and Development Authority of India

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| **Declaration** |

I hereby declare that the above particulars are true to the best of my knowledge.

Place: Chennai Yours Faithfully

Date:

Venkatesh M