

## RESUME : JAWAHAR SINGH



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### CAREER SUMMARY

An ambitious and a business savvy professional Management Graduate with 12 years of rich experience in Corporate Sales, Key Account Management, Team Management, Channel Sales & Customer Relationship management in

Telecom/ ISP industry.

### CORE COMPETENCIES

- Key Account Management
- Large Account Management
- Customer Relationship Management
- Team Management
- Business Development
- Channel Management
- New Product Launch
- New Fiber rollout in city
- Revenue generation
- Collection
- New Sales
- Channel Partner and Field Sales Recruitment
- Customer Services and delivery
- Coordinating with cross functional teams like Billing, Collection, delivery customer services.
- Data and Voice products both Wireline and wireless

### WORK AND EXPERIENCE

#### 1. Tata Teleservices Limited - Raipur Chhattisgarh India

##### Manager Enterprise Sales - Feb 2017 to till date

- Making strategies and action plan to meet sales target and business goal.
- Making customer service in all areas, Patrolling channel partner to channel partner everyday to insure the fulfillment of the commitment vs achievement
- Educating channel partner as well as customer about the products, its features, benefits and ongoing deals or offers.
- Demonstration and live examples and making recommendation.
- Addressing to customers complaints or issues and being accountable until they are resolved.
- Training new staffs constantly motivating and giving feedback to all the team members to achieve daily sales target.
- Organize regional and divisional sales operations
- Establish organizational policies and procedures in relation to sales
- Recruiting new staff as well as new channel partners. Handling staffs problems and issues.
- Lines of products are like ILP, PRI & SIP Trunk, MPLS VPN, DLC & NLD, Toll Free Number, Inbound & Outbound Minutes, cloud solutions, CDN, Teleport, OTT & IOT Products etc.

#### 2. Reliance Communications Infrastructure Limited - Raipur Chhattisgarh India

### **Senior Manager Global Enterprise Business - July 2015 to Feb 2017**

- Making strategies and action plan to meet sales target and business goal.
- Making customer service in all areas, Patrolling channel partner to channel partner everyday to insure the fulfillment of the commitment vs achievement
- Educating channel partner as well as customer about the products, its features, benefits and ongoing deals or offers.
- Demonstration and live examples and making recommendation.
- Addressing to customers complaints or issues and being accountable until they are resolved.
- Training new staffs constantly motivating and giving feedback to all the team members to achieve daily sales target.
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### **3. Bharti Airtel Limited - Raipur Chhattisgarh India**

#### **Territory Sales Manager - Oct 2014 to July 2015.**

- Making strategies and action plan to meet sales target and business goal.
- Making customer service in all areas, Patrolling channel partner to channel partner everyday to insure the fulfillment of the commitment vs achievement
- Educating channel partner as well as customer about the products, its features, benefits and ongoing deals or offers.
- Demonstration and live examples and making recommendation.
- Addressing to customers complaints or issues and being accountable until they are resolved.
- Training new staffs constantly motivating and giving feedback to all the team members to achieve daily sales target.
- Recruiting new staff as well as new channel partners. Handling staffs problems and issues.
- Lines of products are like ILP, PRI & SIP Trunk, MPLS VPN, DLC & NLD, Toll Free Number, Inbound & Outbound Minutes, cloud solutions, CDN, Teleport, OTT & IOT Products etc.

### **4. Reliance Communications Limited - Delhi NCR India**

#### **TSM SME - Sept 2009 to August 2012.**

- Making strategies and action plan to meet sales target and business goal.
- Making customer service in all areas, Patrolling customer to customer everyday to insure the fulfillment of the commitment vs achievement
- Educating customer about the products, its features, benefits and ongoing deals or offers.
- Demonstration and live examples and making recommendation.
- Addressing to customers complaints or issues and being accountable until they are resolved.

### **5. Bharti Airtel Services Limited - Delhi NCR India**

#### **Senior Officer SME - June 2005 to Aug 2009.**

- Making strategies and action plan to meet sales target and business goal.
- Making customer service in all areas, Patrolling customer to customer everyday to insure the fulfillment of the commitment vs achievement
- Educating customer about the products, its features, benefits and ongoing deals or offers.
- Demonstration and live examples and making recommendation.
- Addressing to customers complaints or issues and being accountable until they are resolved.

## **ACHIEVEMENT**

- Got appreciation letter for Sales & Revenue in west hub for FY 2017-2018 From the Regional Operation Head.
- TTSL on the Spot Award
- TTSL Hi Flier Award
- 1<sup>st</sup> Position in west India
- TTSL Hi FLY Award (Bangkok Trip)

## **ACADEMIC CERTIFICATIONS**

- Executive Certificate of Data Science and Machine Learning in R and Python from **Indian Institute of Management Raipur 2019**
- M. Phil in Marketing Management from Mats University Raipur Chhattisgarh India in 2018.
- MBA in Marketing and International Business from Dr. APJ Abdul Kalam Technical University Lucknow Uttar Pradesh India in 2014.
- Bachelor of Science in PCM Group from Chaudhary Charan Singh University Meerut Uttar Pradesh India in 2005.
- 10+2 from Uttar Pradesh Board Allahabad India in 2002.
- 10<sup>th</sup> from Uttar Pradesh Board Allahabad India in 2000.

## **OTHER CERTIFICATIONS**

- NCC C certificate with B Grade from Army Wing in 2005 from UPSD71BN NAS College Meerut

## **SKILL AND PROFICIENCY**

- Negotiation and Bargaining.
- Problem Solving and handling high intense situation
- Project Management
- Customer relationship Management
- Honesty
- Dedication towards work and organization
- Punctual of time
- Making friends
- To achieve challenge to prove my abilities.

## **TECHNICAL SKILLS**

- MS office, word, Excel and Power point.

## **PERSONAL DETAILS**

- Father Name Shri Mohar Singh
- Date of Birth 02.01.1985
- Wife's Name Smt Sujata Singh
- Passport No S4895687

**Date**

**Place**

**(Jawahar Singh)**