

RAMYA ANAND
+971582674988 /+916369417561
ramyaanand44@gmail.com



CAREER OBJECTIVE

It has been my constant aspiration & objective to make a significant contribution to the success of a professional organization. My expertise in team handling, sales, training / customer service, multi-tasking abilities, positive work attitude enhance tremendous growth in my career.

PROFESSIONAL SKILLS:

- MS OFFICE
- TELECOM SOFTWARES
- MARKET RESEARCH
- BANKING & INSURANCE
- TRAINING& SALES ANALYSIS

PERSONAL SKILLS:

1. Self-starter, Versatile & goal Oriented with strong communication skills.
2. Good Administrative skills, exposed to public relations, managing customers / vendors and coordinating with internal customers.
3. Proven skills in time management, prioritizing tasks & meeting deadlines.
4. Personable, friendly and loyal team player who is able to relate well with clients of different backgrounds and temperaments.
5. All rounder by taking additional responsibilities in other departments like administration, training & recruitment.
6. Matured way of approach towards client's & have good attributes & possess good retention skills.
7. Exhibit high levels of professionalism towards inter & intra departments clients on all business communications.
8. Proactive & equipped for handling clients by providing them better guidelines & ideas as per market standards.

EMPLOYMENT HISTORY

Emperorcom technologies-Dubai

Duration Aug-17-Till date

Location:Dubai

Premium channel partner of DU, handling large, mid sizes SMB segments accounts.
Working as a key accounts manager for hunting project, responsible for open market acquisitions.

Career Highlights

1. To generate business through hunting in the open UAE market & have active pipeline cases for business continuity.
2. To train & coach the new KAMs for sales & to review their performance; support them in sales closure.
3. Provide excellent service to HNI clients & basis the same upsell & cross sell other business devices.
4. Generate business through references & establish good rapport with existing & newly acquiring clients.
5. Provide end to end support for new projects of the company by being responsible for end to end sales by undertaking additional responsibility of a sales coordinator for other zones business.
6. Upsell & cross sell products to existing clients in a proportionate product mix covering postpaid, fixed internet services, & data products.

Aldeyaa media production-

Duration Dec-16 – May-17

Location: Dubai

*Premium channel partner of Etisalat, handling large, mid sizes SMB segments accounts.
Worked as a team manager for farming project, handling a team of KAMs.*

Career Highlights

- 1. To handle the existing SME segment customers by liaising with them for all their telecom related requirements; shipment handling, re registration, upgradation & premises shifting.*
- 2. To train & coach the tele sales team & to review their performance; support them in sales closure & responsible for the performance of their individual targets.*
- 3. Provide excellent service to HNI clients & basis the same upsell & cross sell other business devices.*

Idea cellular limited

Duration Nov'15 – Nov-16

Location: India-Chennai

Worked as a territory sales manager-postpaid vertical into retail & corporate segment.

Career Highlights

- 1. Expand the business by identifying new channel partners and train, coach & mentor the team from the beginning & responsible for end to end activations.*
- 2. Increase the gross additions of the subscriber base by doing cold visits with through feet on street executives & ensure optimum extraction of productivity from them.*
- 3. Identify malls, super markets with high footfall & execute stall activities by liaising with promoters.*
- 4. Actively engage in SME & corporate business acquisitions for ensuring qualitative revenue generation & accelerated revenue build up.*

Vodafone south limited

Duration Jan'14– July'15

Location: India-Chennai

Career Highlights

- 1. Forecast, plan & drive business with various sales initiatives by leading the team, taking commitments & monitoring the same on regular intervals.*
- 2. Developing framework for the resources by TNIs and performance management of bottom performers, provide inputs & periodically review the progress of the same.*
- 3. Liaise with financially strong & reliable channel partners, for expansion of business.*
- 4. Participated & won in many contests held at the zone & region level.*
- 5. Had been leading the telesales team for key projects at INDIAN BLIND ASSOCIATION & had been rewarded by the management.*

HDFC Bank limited

Duration April'11– Dec'13

Location: India-Chennai

Career Highlights

- 1. Attend walk in customers queries, process their requests, & resolve their complaints & do effective lobby management & be the KEY custodian & back up teller.*
- 2. Ensure maximum extraction by cross selling & upselling of term insurance, general insurance & pension plans & also generate references & add value to branch revenue.*
- 3. Filling reports, stock maintenance, handling of deliverables like debit card, cheque book & account opening kits & ensure strict audit compliance.*
- 4. Generate references targeting walk in customers & contribute to branch revenue by sourcing may SME accounts.*
- 5. Had been major contributor for branch revenue by selling key products like credit card, loan forex cards & gold.*

SPARSH BPO SERVICES

Duration June-2007– March-2011

Location:India-Chennai

Career Highlights

1. Provide end to end training for new joiners across domains like general insurance, ULIP, health insurance, pension plans& also for telecom & banking products.
2. A trainer cum Team Leader profile; responsible for the end to end hiring process & coordinate with HR & operations team for the same.
3. Mentoring new trainers in the team & implementing new ideas in training function.
4. Train & coach effectively on key parameters like objection handling, attain service levels, complaint management, new product queries, top 5 priorities from time to time.
5. Effective training for both inbound & outbound process & certified trainer for both sales & service skills.
6. Conduct mystery shopping & evaluate floor performance from time to by & conduct tape & review sessions for maintaining benchmark call quality scores.
7. Recognized by the client & was rewarded during R & R functions as best trainer for telecom process.

ACADEMICS

- Master of Business Administration –Marketing (2008-10)-Madras University
- Bachelor of Arts in Commerce-Banking Management (B.B.M)-Meenakshi College for women

TECHNICAL KNOWLEDGE

- Banking software-FLEXCUBE,FINWARE, LOTUS NOTES
- CRM-SIEBEL,Leads management system
- Telecom- BSCS,MINSAT,Perpaid/postpaid CRM
- Others- Ms office tools, windows-10

PERSONAL INFORMATION

Date of Birth :12th November 1987

Languages : English, Tamil & Malayalam

Marital Status : Married

INTERESTS AND ACTIVITIES

Travelling, reading books, listening Music, doing social service activities.

Authorization: I hereby agree all details furnished above are real and true to my knowledge.

Sign:

Date: