

Tulip Chs 6/6/7
Bhawani Nagar, Marol
Near Seven hills hospital
Andheri (e) Mumbai -400059
Mobile: +91 9619954496
Email: abhidhumale@gmail.com

ABHIJEET DHUMALE

OBJECTIVE

I am seeking for a leadership role with a fast-growing company.

EDUCATION

Passed H.S.C from Mumbai board with second class from **Sathaye College** in year 2001

TECHNICAL QUALIFICATION

Passed successfully **Advance Diploma in Computer Hardware & Networking** from **JETKING** Institute of technology.

WORK EXPERIENCE

Network18

Dec 2019 to Till Date

Working as Regional Sales Manager for Topper Learning (East & West Zone)

- ▶ Team Handling
- ▶ Coaching and developing existing employees
- ▶ Supporting problem resolution and decision-making
- ▶ Training to new franchise partners
- ▶ Managing and retaining relationships with existing clients
- ▶ Increasing client base
- ▶ Reporting on successes and areas needing improvements

Tech Mahindra Business services

March 2018 to Dec 2019

Working as **Sr. CSA for Vodafone Australia** process

- ▶ Outbound Sales Process
- ▶ Australian process
- ▶ Upgrading existing contracts
- ▶ Selling Additional services
- ▶ Taking inbound calls whenever there is business requirement

HealthcellServicesPvt Ltd

April 2016 to March 2018

Worked as **Customer care Executive For Chronic Care Management (CCM)** process

- ▶ Outbound Sales Process
- ▶ Patient calling
- ▶ Keeping update for Patients Health
- ▶ Helping out for Medications
- ▶ Booking Appointments only Emergency Cases

Trumplab Edu solutions Pvt Ltd (IIT-ian Startup)

March 2015 to March 2016

Worked as a **Customer Support Manager**

- ▶ Team Handling
- ▶ Managing the Tele Callers & Business Development Executives

- ▶ Field Visit
- ▶ Presentation for Application
- ▶ Assigning appointments to Business Development Executives
- ▶ Sale Closure
- ▶ Providing Technical Support for app.

Amkri Tech Services

Nov 2013 to March 2015

Worked as a **Sr.Customer care executive for Northbound**

Job responsibilities included:

- ▶ US Technical Sales
- ▶ Outbound Sales Process
- ▶ Lead Generation process
- ▶ Selling Hosted Exchange
- ▶ Registration for webinar
- ▶ Selling Voip Phones
- ▶ Data Mining
- ▶ Selling App for Digital Marketing company

TSIT Solutions Pvt ltd

Dec 2002 to Oct 2013

Worked as a Computer Networking Engineer

Job responsibilities included:

- ▶ Assembling Computers
- ▶ Installation of operating system & software
- ▶ Troubleshooting Hardware & Software issues
- ▶ Email troubleshooting
- ▶ Data backup
- ▶ Connecting pc's in network.
- ▶ Roster the technicians for works

PERSONAL DETAILS

Date of Birth : 30th January 1981

Gender : Male

Nationality : Indian

Known Languages : English, Hindi, and Marathi.

Marital status : Married

Hobbies : listening to Music, Internet Surfing.

Yours Faithfully

Abhijeet A Dhumale