|  |  |  |
| --- | --- | --- |
|  |  | **Mohamed Mudasir**  **Current designation – Marketing & Pre-Sales Manager** |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Personal Details**  Email: Mohamedmudasir01@gmail.com (M) No: +91 7022248444 **Languages Known**  English, Hindi & Kannada **Key Skills & Knowledge:  Domain Expertise & Solutions**  IT ServiceDesk function  Active Directory  Exchange (2010)  Network Troubleshooting Communications and Customer Service Skills  Customer Relations  Customer Service  Marketing, Brand Management  Spend effectively  Pre-Sales / Tele Sales  Quality Analyst  Social Media Handling  PPC Campaign  Google, Facebook, LinkedIn & Taboola Ads  **Operating Systems**  Windows Vista, 7,8,10, MAC OS  **Ticketing Tools**  Service Now  Remedy ITSM  OPT  Zoho CRM  **MS Office Tools**  Microsoft Word  Microsoft PowerPoint  Microsoft Excel  Microsoft Outlook  Microsoft Lync/Skype  **Personal Skills**  Hard working, sincere, tactful Flexibility and Adaptability  Creating a positive work environment.  Excellent interpersonal skills Team Player Delegating tasks  Confident and good communication skills  Goal oriented: Result achiever, meeting deadlines  **Hobbies**  Photography |  | **Career Objective:**  Seeking a position to maximize my experience in a challenging environment, guiding by example and utilizing vast experience in directing a team towards its objective within the deadlines and thus achieving the corporate goals and to utilize the abilities in the Information Technology Industry that offers professional growth while being resourceful, innovative and flexible  **Professional Summary/Experience:**  About 6 years of overall experience.  **HP INC**  **Aug’15 – Jan’17**  **Unisys Global Services India** **Jan’17 – Dec’19**  **Bren Corporation Dec’19 - Present**  **ORGANIZATION: Bren Corporation - Bangalore, India**  **From:** Dec’19 – Present  **Designation:** Marketing & Pre-Sales Manager  **Roles & Responsibilities:**   * Responsible for completing Marketing activities of BREN. Includes digital marketing, handling social media handles. Activities related to lead generation and creating the brand image in the market * Preparation and Propose Marketing Plan to Management * Create BREN Brand in the Market * Managing Marketing Budget effectively * Implementation of Marketing strategies * Review of effectiveness of Marketing campaign and suggest corrective actions * Overall in-charge of BREN as a brand * Automation of tasks at various levels & Departments * Monitor team’s call and share feedback * Ensure the call quality is at par * Manage sales performance monitoring and motivation of team. * Efficiently managing a team ensuring optimum performance in capturing all enquires and calls to get max results * Establish and maintain a client and peer professional network to get to know the trends in the markets and adapt best practices * Effectively manage key accounts and other channel partners, channel-realtors, associates * Training to pre sales executives to develop their skills * Guide and supervise team to fulfill targets   **ORGANIZATION: Unisys Global Services India, Bangalore**  **From:** Jan’17 – Dec’19  **Designation:** Team Lead (IT)  **Roles & Responsibilities:**   * Responsible for meeting SLA of the account daily and MTD and sharing the same with operations and client executives * Brining down more business opportunities by shift left activity of bringing down tasks from Level 2 to Level 1 and Level 3 to Level 2 * Responsible for managing a team of 54 team members * Responsible for scheduling team members in IEX * Responsible for creating weekly/monthly rosters * Handling escalations & interacting with VIP users in implementing new technologies in SD * Communicate any change in process to the team members * Create reports to update the management on the team’s progress * Provide any training that team members would need * Distribute various reports to the respective personnel * Coming up with RCA for escalations or defects * Handshake with knowledge management if any KB article needs to be updated/corrected * Create / Generate the reports for ageing, priority, pending, open tickets * Manage Client escalations * Set up Weekly and monthly calls with clients and provide weekly /Monthly reports comprising of service delivery reviews and service improvement plans * Provide a high-level summary on the proactively and reactively services provided by the team * Setting up team meetings and giving feedbacks on performance   **ORGANIZATION: Hewlett Packard (HP)**  **From:** 10th Aug’15 **-** 7th Jan’17  **Designation:** Technical Support Engineer and Sales Representative  **Roles & Responsibilities:**   * Providing remote support for windows platform users * Troubleshoot Network issues on LAN and WIFI * Provide Mobility support for mobile devices * Provide advanced troubleshooting for VPN issues * Given responsibility to train a new batch on services and troubleshooting * Help users to backup data to OneDrive * Trained on Consumer Laptops, Tablets and Desktops * Trained on Sales * SPOC for OS installation in the HP Lab * Up selling of Laptops, workstations and Warranty * Have been the lead for sales handling a team of 20 members * Have successfully met all the targets well within the time frame * Received Customer appreciations on a regular basis * Making sales calls and handling enquiries from potential customers * Generating sales leads. Managing customer relationships * Logging and progressing all new leads / potential sales enquiries   **Academic Chronicle:**   |  |  |  |  | | --- | --- | --- | --- | | **Year** | **Course/ Examination** | **Institution/ University** | **Percentage** | | 2012-2015 | BCOM | Kristu Jayanti College | 1 back log | | Mar-12 | PUC | CMR National Junior College | 62% | | Apr-10 | 10th | Florence High School | 56.32% | | |
|  |  |  | **Personal Details:**   |  |  | | --- | --- | | Father’s Name | Mohammed Ibrahim | | Nationality | Indian | | Marital Status | Married | | Hobbies | Photography |   **Achievements and Awards:**   * Most Valuable player for Q1 2016 * 95% SNPS with 8 Samples in the Month Feb 2016 * Received Appreciation Emails from Customers from Australia and New Zealand. * Conducted and Organized Fests in College * Sold products worth $9500 making it the highest sale in the team (HP) * Received best team award in 2017 and 2019 * Most valuable player for Q1 & Q2 - 2019   **Declaration**  I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned.    Mohamed Mudasir |