

# **RESUME**

## **NITESH SINGH**

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## **Career Objective**

I am an energetic, ambitious person who has developed a mature and responsible approach to any task that I undertake, or situation that I am presented with. I am eager to be challenged in order to grow and further improve my skills .I enjoy socializing with people, and my exceptional customer service skills. I am currently looking for an opportunity to utilize my skills in a challenging working environment and become a valuable asset to the organization that I work for. Willing to work as a key player in creative environment.

## **Experience**

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### **Mirchi International LLC**

- Started my carrier in 2016, as a **Cashier** in **Mirchi International LLC**.
- Handle cash, credit or check transactions with customers, Issue change, receipts, refunds, or tickets, Make sales referrals, cross-sell products and introduce new ones, Resolve customer complaints, guide them and provide relevant information, Track transactions on balance sheets and report any discrepancies, checking inventory. Other tasks include handling documents, send email and requests for supplies and necessary communication with various departments within the company.
- **Current Role:** Account Executive
- Employed 2019 – Present
- **Location :** Dubai, United Arab Emirates
- **KRAs:** The job role of an Account Executive is to be responsible of looking at the company's client as well as keeping the company's-client relationships at a high standard.  
Respond to complaints and resolve issues aiming to customer contentment and the preservation of the company's reputation.  
Managing the account's budget and invoicing the client.  
Handling all the cash transaction of an organization.  
Receive payment by cash, cheques, credit card etc.  
Maintaining monthly, weekly and daily report of transactions.
- Tally

### **Outline Systems India Pvt. Ltd**

***Rewarded with an Achievement award for making continuous efforts in mobile applications sales.***

- **Role:** Business Development Executive
- **Employed** (May 2015 to May 2016)
- **Employment Duration :** 1 year
- **Location :** Chandigarh, India
- **KRAs:** Dedicated Business Development Executive who has networked with some of the most significant corporate executives in the United States. Adept at developing effective marketing material networking with business decision makers and turning business prospects into buying customers.  
Responsible for developing a strong professional network and utilizing that network to bring in new business referrals on a regular basis.  
Email marketing, generating leads. Also Cold Calling when where required

Data research and Generating new business by emails, using social media and other tools.  
 Replying to all customer enquiries in a timely and accurate manner.  
 Writing up sales reports, activity reports and revenue forecasts.  
 Completing all documentation and administrative records, fully and accurately.  
 Developing and maintaining a database of all contacts.

### **IDS InfoTech**

- **Role:** Account Receivable
- **Employed** (August 2013 to Jan 2015)
- **Employment Duration** : 1 year & 8 months
- **Location** : Mohali, India
- **KRAs:** Dedicated account receivable for US healthcare process.
- Reviewing claims of customer's order or request.
- Working on denials or escalation raised by clients and doing root cause analysis for the same and provide necessary resolution
- Payment posting.
- AR management including filing of appeals, assessing insurance low pays, updating insurance contracts, managing unapplied balances, managing refunds, and processing patient statements and delinquency letters.

### **TATA BUSSINESS SUPPORT & SERVICES**

*Twice, rewarded with WOW award for generating the Highest Revenue in the Mohali center.*

- **Role:** Team Lead
- **Employed** (March 2011 to July 2013)
- **Employment Duration** : 24 months
- **Location** : Mohali, India
- **KRAs:** Having 2 years of experience working in revenue desk outbound.
- Outstanding performance for consistent time period
- Also handled a team of 8 people and was responsible for monitoring and deliver their performance trends closely.
- Sharing feedback with team and upskill them when and where required.
- Responsible for interacting with the clients and solving their queries and making sale.
- Maintaining the records of customer interactions and follow up with the clients.
- Provided feedback of the clients to the concerned departments and authorities.
- Shared best practices and knowledge with colleagues and team helping achieve the sales targets.

### **Educational Qualifications**

Degree/Examination	Institute/University	Year of Passing	Percentage/CGPA
10th	The Guide Public School Shahpur. Kangra(H.P.)/H.P.S.E.B	2004	67%
12th	GOVT. Sen.Sec. School Shahpur. Kangra(H.P.)/H.P.S.E.B	2006	55 %

B.Tech (C.S.E)	B.G.I.E.T Sangrur PTU Jalandhar	2010	57%
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## Technical and personal Skills

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- PHP (Hypertext Preprocessor).HTML (Hypertext markup language),Windows( All version from 2000 to Windows 10)
- Microsoft office 2007,2010 & 2013(MS Excel, MS Word & MS PowerPoint presentation)
- Skill in Marketing Strategy, business strategy & Planning.
- Have experience in Sales and strategy.
- Customer service and client handling skills.
- Team management and building

## Training (Project)

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- 6 weeks training at CATS Dharamshala in HTML (Hypertext markup language).
- 6 months industrial training at HTS New Delhi in PHP. (Job Search Engine, Jobsite.

## Extracurricular Activities and Interests

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- Participated in music performance and won 2nd prize in Armageddon 2009(Tech Fest) at B.G.I.E.T Sangrur.
- Travelling and making new friends.
- Listening to music.

## Personal Profile

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- Date of Birth : 29th September 1988
- Marital Status : Married/Male
- Languages Known : English, Hindi
- Nationality: : Indian
- Religion : Hinduism

## DECLARATION

The facts stated above are true and correct without any material exaggeration or concealment.

Place :

Date :

*Signature*