

Nishant Rathore

Email: nishantrathore81@gmail.com

Contact No. 8460971875

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## **CAREER OBJECTIVE**

To obtain a position in an organization that gives me an opportunity for self-improvement while contributing to the symbolic growth of the organization with my operational and managerial skills.

## **WORK EXPERIENCE**

**Current organization** Exclusife Technosoft Private limited

**Designation** Senior Executive-Customer Success Field

**From:** 6th Feb-2019-till Date

### **Roles and Responsibilities:**

- Managing customer account and activation Product launching/Product Promotions
- Providing field customer support for enhancing product efficiency and better customer rapport
- Provide technical specifications and product benefit. Ensuring required customer retention
- Preparing proposals, negotiations and closures on renewals/Up-Selling/Up-Grade
- Good negotiating and interpersonal skills

**Current organization** Flourish Pure Foods Private Limited

**Designation** Senior Executive-Business Development

**From:** 23<sup>rd</sup>July-2018-till 14<sup>th</sup> Nov2018

### **Roles and Responsibilities:**

- Subscription: Getting New Subscription and Maintaining Current
- Product launching/Product Promotions
- Objection Handling and CRM
- Campaign Management : Society Activity/Other Promotional Campaigns
- VVIP Customers/Key Customer Focus

**Previous Organization:** GTPL HATHWAY PUBLIC LTD

**Designation:** Assistant Manager (Operation and Sales)

**From:** 14-December -2015 till 14-December-2017 (2 Years)

### **Roles and Responsibilities:**

- Business Development of GTPL that involves making an NOC from the builder to bring the connection under GTPL
- Monitoring process of joint venture with the operators (CATV side).
- Monitoring monthly collection.
- Worked on "MagnaQuest Software" which provides solutions in the areas of subscriber, billing, customer relationship management, service fulfilment, and identity and access management.
- Worked on "Gandhinagar Smart CityWiFi" project.
- Responsible for sales in GTPL broadband that includes all vertical aspect of the business.

### **INTERNSHIPS/PROJECTS**

- *Summer Internship in Operations:* Summer training in operations at Visteon Automotive System India Private Limited, Sanand.
- *Grand Project:* Initial Public Offering Book Building Process
- *An assignment on capital budgeting of projects:* Out of multiple projects to choose from, we can decide which project to choose according to the profitability index and net present value.
- *An assignment on cost of capital of a firm:* It answers whether fund should be own fund or borrowed fund, for running the business effectively.
- *An assignment on "Work Break down Structure" in Operations Management:* It helps in deciding the sequence in which activities are to be performed using Critical Path Method approach.

### **ACADEMIC DETAILS**

<b>Degree</b>	<b>College/School</b>	<b>Year of Passing</b>	<b>Percentage/Grade</b>
P.G.D.B.M Finance and Operation	Shanti Business School (Ahmedabad)	2014- 2016	6.00 CGPA
B.E Electronics and Communication	A.D.Patel Institute of Technology, Anand	2008- 2012	6.65 CGPA
HSC(Science)	G.H.S.E.B,Gandhinagar	2008	61.00%
SSC	G.S.E.B, Gandhinagar	2006	78.00%

### **IT SKILLS**

- MS Office Tools : Word, Excel, PowerPoint
- CRM Software : E-SHOP,Magnaquest, Talisma.

- Management Information System : Dashboard
- Network Monitoring Software : PRTG GRAPHICS

### **Extra Curriclum Activities**

- Successfully completed “Advanced Excel Workshop” by One Dream.
- Attended “Using Operations to overcome competition” Workshop by Prof. Debjit Roy, IIMA during CONFLUNCE 2014.
- Attended “Organizational Behavior and Organizational Communication” Workshop by Prof. Asha Kaul, IIMA during CONFLUENCE 2014.
- Attended “Czars of Online Bazar” Workshop in IIMA during CONFLUENCE 2014.
- Participated in elocution competition at National Level Tech-festival SPECTRUM’12.
- Robo-prix event coordinator in tech-fest spectrume’12 at ADIT.
- Participated in National Level Tech-festival SPECTRUM’11.
- Attended International Conference on Information communication and signal.

### **Personal Details**

- Date of Birth : 2<sup>nd</sup>August 1990
- Language Known : English, Hindi, Gujarati
- Hobbies: Playing Cricket, Football, Reading/Watching News, Travelling.