Nishant Rathore

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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**: 23rdJuly-2018-till 14th 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**

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| --- | --- | --- | --- |
| **Degree** | **College/School** | **Year of Passing** | **Percentage/Grade** |
| 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 : 2ndAugust 1990
* Language Known : English, Hindi, Gujarati
* Hobbies: Playing Cricket, Football, Reading/Watching News, Travelling.