



## Praveen Prakash D

**Mob:** +91 9003114111, **Email:** [d.praveenprakash@gmail.com](mailto:d.praveenprakash@gmail.com)

**A proactive professional with expertise in ensuring the service delivery goals are accomplished, seeking an opportunity to contribute to the professional growth of the organization.**

### CAREER CONSPECTUS

- ⇒ A result oriented professional with **over 15+ years of rich experience in Telecom sales and & operational expertise.**
- ⇒ **Working in ETISALAT (Authorized Premium Channel Partner).**
- ⇒ Track record of consistently achieving the projected targets, building dynamic teams, identifying high-yielding services and products during the career span.
- ⇒ Demonstrated abilities in cementing healthy relationship with the clients for generating business and leading workforce towards accomplishing business and corporate goals.
- ⇒ Proven skills in managing teams to work in sync with the corporate set parameters & motivating them for achieving business and individual goals.

### DOMAIN EXPERTISE

#### Business Development

- ⇒ Analyzing and satisfying the customers Investing needs and objectives.
- ⇒ Acquiring, growing and developing customer relationships through effective relationship management.
- ⇒ Coordinating and organizing sales promotion to create market brand visibility, based on market research.

#### Client Relationship Management

- ⇒ Implementing good relations with companies & clients through regular personal interaction
- ⇒ Maintaining cordial relations with customers to sustain of the profitability the business.
- ⇒ Building & maintaining healthy business relations with major clientele, ensuring maximum customer satisfaction.

#### Team Management

- ⇒ Leading, mentoring & monitoring the performance of the team to ensure efficiency in process operations & meeting of individual & group targets.
- ⇒ Identifying training needs across levels through mapping of skills required for different roles and analysis of the existing level of competencies.
- ⇒ Have been instrumental in introducing and conducting training programs for different levels in organization.

## **JOB CONTOUR**

**ORGANISATION: ETISALAT, UAE**

**DURATION: 2016 Feb - Present**

**DESIGNATION: Key Account Manager, UAE**

### **Roles & Responsibilities:**

- ⇒ Be the primary point of contact and build long-term relationships with customers. Help customers through email, phone, online presentations, screen-share and in-person meetings.
- ⇒ Focusing on retention and identifies opportunities to grow business with existing clients.
- ⇒ Expand the relationships with existing customers by continuously suggesting solutions that meet their objectives.
- ⇒ Serve as the link of communication between key customers and internal teams and resolve any issues and problems faced by customers and deal with complaints to maintain trust.
- ⇒ Prepare regular reports of progress and forecasts to internal and external stakeholders using key account metrics.
- ⇒ Conveying additional revenue from the assigned accounts with multiproduct Like Mobile, Fixed services, ICT, etc.
- ⇒ Handling digital products like IDA (Internet Lease Line), Local and Global MPLS, PRI and Cloud.

### **Notable Attainments**

- Awarded as the Best **KAM** in the year **2017**
- Microsoft Certified for Office 365 product sale.

**ORGANISATION: BHARTI AIRTEL, Chennai/India**

**DURATION: 2012 Oct- Nov 2015**

**DESIGNATION: Channel Sales Manager, Chennai/India**

### **Roles & Responsibilities:**

- ⇒ Establishes productive, professional relationships with key personnel in assigned partner accounts.
- ⇒ Meets assigned targets for profitable sales volume and strategic objectives in assigned Channel accounts.
- ⇒ Drives adoption of company programs among assigned partners.
- ⇒ Manage sales pipeline, forecast monthly sales and identify new business opportunities.

### **Notable Attainments**

- 100% B2B Postpaid Targets has been achieved in the year 2014
- Appreciation received for Achieving the Target for the year June 2013

**ORGANISATION: BHARTI AIRTEL, Chennai/India**

**DURATION: 2009 Mar – 2012 Oct.**

**DESIGNATION: Territory Sales Manager, Trichy/India**

### **Roles & Responsibilities:**

- ⇒ Appointing channel partners (Distributors)
- ⇒ Achieving assigned Revenue and Customer Acquisition Targets
- ⇒ Towers productivity analyzing by customer additions and Revenue growth
- ⇒ Analyzing Reports on various KPIs (Distribution) and identify Miss & Hits
- ⇒ Conduct Review meetings & Training Programs with Team, Channel partners and Executives, Conduct Events and special product focus (Choose Your Numb)

**Notable Attainments**

- Getting Circle Level performance awards for consistence achievements in all KPIs in AIRTEL (REVENUE, DATA REVENUE, DISTRIBUTION, and CUSTOMER BASE GROWTH)
- Best TSM of the year 2011.

**ORGANISATION: BHARTI AIRTEL, Chennai/India**

**DURATION: 2007 Jun – 2009 Feb.**

**DESIGNATION: Direct Corporate Sales – Postpaid, Chennai/India.**

**Roles & Responsibilities:**

- ⇒ Track personal and report sales statistics and report on status of pending contracts for personal and team targets.
- ⇒ Cold-calling in order to create interest in products and services and generate new business leads and arrange meetings.

**ORGANISATION: SPECTRA HRA, Authorized Channel Partner for BHARTI AIRTEL Chennai/India.**

**DURATION: 2003 Mar – 2007 May.**

**DESIGNATION: Corporate Sales Executive, Chennai/India**

**Roles & Responsibilities:**

- ⇒ Identifying opportunities for further sales and new areas for development through detailed research of the specific industry or market.
- ⇒ Motivated and self-directed sales professional that can operate within proper guidelines.

**EDUCATIONAL CREDENTIALS**

**Bachelor of Business Administration (Sales & Marketing)**

**PERSONAL VITAE**

**Date of Birth : 29 / 01/1981**

**PERMANENT ADDRESS**

**Address : Plot no 39 Nethaji Street.  
Ayappa Nagar,  
Trichy – 620021.**

**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.  
Place: Dubai

Date:

(Praveen Prakash D)