

Mahesh Mishra

Personal Information

Phone: 9212757620

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Email: maresh.mishra1984@gmail.com

Date of Birth: 09th-Jun-1984

Gender: Male

Nationality: India

Language known: Hindi, English

Father's Name: Lt. Shri SHIV KUMAR MISHRA

Marital Status: Married

Employment Summary

Berger Paints Ltd

CRO (Customer Relationship Officer)

8th-Aug -2020 to Till Date

- Respond promptly to customer inquiries, handling and resolving customer complaints
- Obtain and evaluate all relevant information to handle product and service inquiries
- Provide pricing and delivery information, perform customer verifications, set up new customer accounts
- Process orders, forms, applications and requests
- Organize workflow to meet customer timeframes and keep records of customer interactions and transactions
- Communicate and coordinate with internal departments to resolve customer issues
- Follow up on customer interactions, provide feedback on the efficiency of the customer service process
- Ensure customer satisfaction and provide professional customer support

Dulux Paint (AKZONOBEL INDIA LTD)

CRO (Customer Relationship Officer)

1st-Apr-2019 to 7th-Aug-2020

- Building and maintaining profitable relationships with key customers.
- Overseeing the relationship with customers handled by your team.
- Resolving customer complaints quickly and efficiently.
- Keeping customers updated on the latest products in order to increase sales.
- Expanding the customer base by upselling and cross-selling.
- Assisting customers with their inquiries, concerns, and complaints
- Troubleshooting problems and offering solutions to customers
- Resolving customer issues in a timely manner
- Following up with customers to ensure their satisfaction
- Maintaining accurate records of customer interactions and transactions

- Collaborating with other departments to resolve complex issues
- Contributing to the development of customer service policies and procedures
- Staying up-to-date on company products, services, and policies
- Continuously improving customer service skills and knowledge.

Vodafone Cellular

Sr. Executive (Direct Sales Team)

29th-June-2016 to 31st-Mar-2019

- Assembled a large network of host venues that helped to significantly increase sales.
- Acted as the liaison between other direct sales representatives in the company and product manufacturers when it came to new product information.
- Created marketing materials that were used by all of the direct sales professionals in the company.
- Assisted in setting up and administering demonstrations to large audiences.
- Developed relationships with local clubs and groups that lead to more sales.
- Worked closely with management to develop effective marketing materials that lead to higher revenues.
- Identifying and qualifying leads and potential new customers
- Presenting and demonstrating the features of products or services to potential customers
- Answering any queries or concerns the customer might have about the product or service
- Negotiating prices and terms of sale with customers
- Closing sales and processing payments
- Maintaining a detailed database of contacts and sales activities
- Following up with customers after the sale to ensure satisfaction and to get feedback
- Continually learning about new products and services and how they can benefit customers
- Meeting or exceeding sales goals set by the company
- Representing the company in a professional manner and upholding the company's reputation

Tata Tale services Limited

Sr. Executive (Direct Sales Team)

1st- Apr-2006 to 28th-June-2016

- To handle a team of Fresher Sales Executives.
- Meeting SME – A class customers to promote sales and Customer Relations Management
- Sales Management, planning & conducting various sales promotion activities.
- Meeting Individual as well as Team sales targets.
- Team management and motivate field officers.
- Inducting new team members & providing them on job training as per requirement.
- Managing Company's relations with customers.
- Maintaining the MIS reports and DSR of Executives
- Setting and achieving sales goals and strategies
- Meeting or exceeding weekly, monthly, and yearly sales quotas.
- Canvassing assigned territories to present company products to potential customers.
- Assisting management in identifying viable marketing and pricing strategies.
- Demonstrating product features to customers.
- Contacting leads and setting up appointments to present company products.
- Completing order forms and submitting them for processing.
- Attending trade shows and other industry-related events.
- Preparing sales proposals for potential buyers.
- Completing regular sales reports specifying the number of sales made.

Achievements

- Certificate of Appreciation (April 09-Aug. 09) from Mr. Anil Ambati – Head HNI (Voice), Mr. Abhijit Sanyal – National Sales Head, Mr. Sunil Batra – President Operations
- Gold Club Certificate in Q2 (2008-09) from Mr. Sunil Batra, President Operations of Tata Teleservices Ltd.
- Diamond Club Certificate in Q1 (2008-09) from Mr. Sunil Batra, President Operations of Tata Teleservices Ltd
- Platinum and Diamond Club Certificate in Q4(2007-08) from Mr. Vinayak K. Deshpandey, Executive President of Tata Teleservices Ltd.
- Diamond Club Certificate in Q1(2007-08) from Mr. Vinayak K. Deshpandey, Executive President of Tata Teleservices Ltd.

Personal Strengths

- Quick and Keen learner in everything.
- Ability to work under high pressure situations.
- Give my best efforts to get the work completed in the stipulated time.
- Ability to get along well with others.
- To get Appreciation from Employer for my Diligence.

Academic Qualification

BA from Delhi University in 2002

Computer Skills

- Basic Knowledge of Computer
- MS-Word, Excel & MS Office
- Email communication
- Operating systems
- File organization
- Database management

I hereby declare that the above-mentioned information is true to the best of my knowledge

Mahesh Mishra