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Summary

A person with a positive attitude towards work and life on the whole. A self motivated individual who is well experienced in handling of international clients. Well versed with telephonic etiquette's. Experienced Senior Customer Service Associate with a demonstrated history of working in the Customer service industry. Skilled in Negotiation, Customer Service, Management, Sales, and Team Building. Strong support professional . A person with strong organisational and leadership skills with an acumen to achieve success aggressively.

Experience

Business Development Executive

Wordsys Information Technology

Jan 2022 - Apr 2022 (4 months)

Inside Sales Representative

Confidential

Jun 2020 - Jul 2021 (1 year 2 months)

100 percent codeless test automation platform for testing web application. UX testing , QA Testing, API integration,....Use to help companies to transform from manual testing to Automation.

Inside Sales Specialist

Netsmartz

Apr 2019 - Sep 2019 (6 months)

Envision E commerce (A Netsmartz Company) is a CMMi3 & ISO 9001:2008 certified Software development and Business solutions provider company, headquartered in Rochester, New York with branch offices in California, Toronto, Canada, Norway, Singapore and India. With over 18 years of existence, 1000+ employees, We are a global E-commerce and Web Solutions provider firm from Startups to Fortune 1000 companies.

Currently delivering at multiple fronts:

- Tier 1 & Tier 2 Accounts Management
- Business Development Management
- Client Relationship & Engagement Management
- Client Retention

Specialties: E-Commerce, E-Marketing, Web development, Digital Transformation, Consulting services, Project Management, Resource & Road map Management, Center of excellence for Magneto.

See less



Account Manager, Business Development

Beyond Codes Inc.

Jun 2018 - Apr 2019 (11 months)

Leading brand in the business of Enterprise IT Demand Generation, Appointment Setting, Lead Nurturing, Account Profiling, Contact Discovery and Strategic Sales Consulting IT services, BPO, and Product Development companies reach their prospective audience of CIOs, Vice Presidents, and Directors of IT, Operations, Sourcing, Procurement, Infrastructure, and Business Solutions at Fortune-listed firms and SME business.

Specializes in Lead Generation / Appointment Setting / Cold Calling, Account Management, New Business Development. Currently responsible for generating business for multiple clients who operate globally in the Billion \$ club.

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Sr associate revenue generation

Dell Technologies

Oct 2009 - Feb 2014 (4 years 5 months)

Revenue Generation Queue.

One of the Pilot Members in Revenue Generation Queue.

This team consists of around 60 representatives, who aim at attaining Revenue and Margin.

Mentoring the new teams towards the attainment of Goals.

Leading Reward and Recognition programs in the Queue

Description of service in Dell in RevGen:

→ Working as Product Adviser in Outbound Sales Process & catering to US and Canada customers.



Sr executive debt collection

iQor India

Jan 2008 - Dec 2008 (1 year)

3 rd party debt collection .The role was to collect debts which were over due above 90 days use to collect debts on BMG (sony group)

Sr associate

bizibi

Jan 2004 - Dec 2006 (3 years)

I started my career with this company, worked for B2B and B2C Campaigns my role was cold calling and cracking sales, where in dialed for lead generation process mortgage, Earth link dial up internet service provider, global yellow pages for online business listing and govt grants us process and ATNT wireless.

Education

St .Edwards Shimla

Skills

Customer Service • Sales • Management • Negotiation • Team Building • Business Process Outsourcing (BPO) • Business Development • Business Process Improvement • Service Delivery • Customer Relationship Management (CRM)