**Professional Summary:**

* Over 10 year of experience in the of field of Media, ITES, Finance & Banking and Telecommunication.
* Highly motivated with ability to work in a team as well as independently.
* Well versed in Ms Office | MS Dynamics CRM | D365 – Sales | Scrum/Agile
* Highly capable of learning new skills/ technologies and adapting to new environment.
* Highly capable of Multitasking, Persuasion & negotiation, Problem Solving, Critical thinking & Time Management.
* Proficient experience (Skill Set) – Market Research | Cold Calling | IT Application Testing (ERP) | Sales & Sales Support | Project Order Management | Agile & Scrum | Client Presentation | Documentation | Database Management | Billing/Invoicing | Contract & Supplier Management | Customer Service | Stock & Inventory Management | Account Management | Decommissioning | Cross Functional |

 **Skill Training Certification**

|  |  |  |
| --- | --- | --- |
| **Skill Training Certification - Name**  | **Issuing Authority**  | **Month /Year**  |
| Microsoft Dynamics 365 - Sales (CRM) | UC-254 - Udemy | Nov - 2020 |
| Agile - Practical Guide to Agile Process | 2074-18795335 - Alison | Nov - 2020 |
| Office 365 Administration Basics  | 2288-18795335 - Alison | Dec-2020 |
| ISO 9001-2015 Quality Management System (QMS) | 1907-18795335 - Alison | Dec-2020 |
| Six Sigma Yellow Belt – Certification SSYB | 739397 - VMEdu  | Dec-2020 |
| Certified Scrum Master CSM® | 0011494482 – Scrum Alliance  | Dec- 2020 |

**Work Experience:**

Worked as Senior Sales Associate in Redcentric since June 2012 to Sep 2020.
**Key Responsibility is**:

* Providing Appropriate Quotation based on Customer requirement and to make a sale through Emails & Phone enquires. Arrange meeting with potentials customer for new business. Maintain Good Business Relationship with Existing/New Customer through post sales services.
* Coordinating with Operation Teams on status of the product/services deliverables. Negotiating with supplier on Cost & Delivery. Acting as contact between the company & existing & potential customers
* Recording & Documenting Sales Order Information, Invoices, contract & payment agreement.
* Collect the market intelligence data of environmental, customer, competitor and reporting it to the manager for analyzing future business trends, sales pipeline.
* **Additional Responsibility: Domain Sales & Account Management| Project Order Management | Circuit Decommissioning | CRM Management | Supplier & Contract Management**.

**Achievements:**

* 5 Year Services Award | Services Excellence Award - Projects
* Promoted to Sr Sales Associate

Worked with HSBC, as **Customer Service Representative** from Oct 2010 to Apr 2012.

Key Responsibilities are:

* Providing Customer Service through Phone and Internet Banking. Trouble shooting problems related to Banking services.
* Solving Complaints Raised by customer on priority basis and coordinating with various departments and to ensure smooth operation of banking services and providing customer Satisfaction.
* Sales and Marketing of Bank Products – Bank Accounts, Credit Cards, Term Deposits, Loans and Insurances.
* **Additional Resposibities:** Assisting Manager, Team Leader and on preparing teams day to day, week to week and month to month’s performances of the team. Assisting Team members in work allocation matrix and Leave and transport application processing.

**Achievements :**

* Award - CSAT | Regional Services

Worked With Virinchi Technologies as **Business Development Executive** from June 2009 to July 2010. Key Responsibilities are:

* Doing Market Research, Generating Business Ideas, and Converting Ideas into Product, Preparing Business Report & Presentation and Demonstration of ERP application to prospective and exiting clients.
* Looking for Prospective tenders, presenting the tender details to middle and higher management and on approval sending the tender document to technical team for further actioning.
* Trouble shooting problem related to ERP application and transaction processing and provide feedback to concerned authorities and forwarding the product improvement feedback to product development team.

**Achievements:**

* Handled Multiple ERP Projects.

**Internships:**

* Worked with TV9 for 3 months from (Dec – 2006 to Feb 2007) as Trainee Reporter.
* Made Documentary film on school children, called (1:2) – Stress on young shoulders | Vermi Culture & Compositing – 2006 |2010 & 2012.
* Did a project titled as “Marketing & Distribution Channel in Sirpur paper Mills (A Birla Group) – Adilabad (A.P) - 2008.

**Educational Qualification:**

* M.B.A – Marketing & HR from St.Joesph’s PG collage, King Koti -29; (2007 -2009)
* B.A – Mass Communication from Loyola Academy, Alwal -10; (2004 -2007)
* 10th & 12th – Arts & Commerce from K.V. Trimulgherry (CBSE) – (2002 -2004)

**Personal Details:**

**Name :** Kannan Iyappan

**Father’s Name :** S. John Iyappan

**Date of Birth :** 14 – 10 – 1984

**Language :** English, Hindi, Telugu, Malayalam & Tamil.

**Passport Availability: Yes**

**Declaration:**

I hereby declare that the above information furnished is true to the best of my knowledge.

**Date: \_\_\_\_/\_\_\_\_\_/\_\_\_\_\_\_\_\_.**

**Place:** Secunderabad  **(Kannan Iyappan)**