**Pranay Singh Thakur**

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# OBJECTIVE

Position as an engineer or related position which offers key participation, team-oriented tasks, immediate challenges, and career opportunity.

# WORK EXPERIENCE

|  |  |  |
| --- | --- | --- |
| **Organization** | **Designation** | **Duration** |
| Amazon | Customer support Associate | Sept 2014 – Jan 2015 |
| Dell Technologies | Inside Sales Representative I | May 2015 – July 2016 |
| Dell Technologies | Key Account Manager | July 2016 – Till date |

**Amazon Development Center (Customer Support Associate):**

* Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
* Resolve order delays stuck in transit manually by tracking it through carrier services.
* Developed and actualized customer service initiatives to decrease wait times.

**Dell Technologies (Inside Sales Rep - I):**

* Worked in consumer sales identifying customers’ needs and helped them with purchase of client systems.
* Maintained friendly and professional customer interactions at all times.
* Followed up with customers after completed sales to assess satisfaction and resolve any technical or service concerns.
* Developed strategic relationships with existing customers while conducting cold and warm calls with prospects.
* Surpassed sales targets consistently quarter on quarter.
* Maintained up-to-date knowledge of all available products.
* Lead a pilot team for gaming with sales and technical expertise on Alienware computers.

**Key Account Manager:**

* Expanded sales revenues by identifying opportunities and executing customized marketing plans.
* Monitored sales team performance and provided constructive feedback.
* Led team of 7 to exceed sales goals consistently.
* Streamlined sales processes for team of 7 employees to increase productivity and decrease closing time.
* Good hands in solution designing involving Storage Virtualization, Microsoft technologies like windows Sever, Hyper V, MS exchange, SQL server, VM Ware V sphere, Desktop virtualization.
* Secured high-value accounts through consultative selling, effective customer solutions and promoting compelling business opportunities.
* Consistently achieved top ranking in revenue and profit growth.
* Have worked as US Commercial business sales advisor assisting the customers with Client and Enterprise solutions by understanding their IT infrastructure and key business issues.
* Commercial and technical evaluations of various solutions.

# EDUCATION

**2010 – 2014:** Bachelor of Engineering (Mechanical Engineering)

Guru Nanak Engineering College.

**2008 – 2010:** Intermediate (M.P.C)

Narayana Junior College.

# SKILLS:

* Sales operation.
* Coaching and mentoring.
* Key account management.
* Able to develop customized conceptual selling presentations.
* Strategic prospecting to drive sales numbers.
* Customer relationship management (Post Sale Relationship Management)
* German proficiency

# DECLARATION

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Place: Hyderabad