

ROHIT JOSHI

SUMMARY

With a solid background in customer relationship management I bring my communication and problem-solving skills to pre-sales. My experience in effectively translating customer needs into tailored solutions, along with my ability to collaborate with clients, ensures a smooth sales process. I've consistently driven value by demonstrating products, addressing client concerns, and aligning solutions to business goals, which will seamlessly transfer to pre-sales in delivering strategic support that enhances customer satisfaction and drives revenue growth.

EXPERIENCE

Pre-Sales Executive, 09/2023 - Current

IO digital

- Experience in assessing customer needs and developing tailored technical solutions to meet their requirements.
- Ability to present and demo products to potential clients, showcasing features and benefits that address specific pain points.
- Supporting sales teams by providing technical insights, preparing proposals, and assisting with client meetings to ensure a smooth sales process.
- Building strong relationships with clients, understanding their needs.
- Handling all inbounds Query and Chatbot for lead generation.
- Handled customer concerns and escalated major issues to Manager.
- Managed complaints with calm, clear communication and problem-solving.
- Met budget targets through responsible planning and resource allocation.

Data Entry And designing, 04/2021 - 04/2023

TCPL Pvt Ltd - HARIDWAR

- Maintained a comprehensive record of company data on Microsoft Excel every month.
 - Created and organized an informative PowerPoint deck for the company.
 - Managed and updated machine data records regularly on an excel sheet.
 - Performed job corrections during printing process
 - Identified errors in data entry and related issues, reporting to supervisors for resolution.
 - Created and maintained spreadsheets using Excel.
 - Trained new staff on data entry procedures, promoting a culture of knowledge sharing and continuous improvement.
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EDUCATION

Master of Science, Computer science, 2023

Chinmaya degree collage - Haridwar, UT

B.Sc (Computer Science), Computer science, 2019

Chinmaya degree collage - Haridwar, UT

Intermediate, Science, 2016

Holy ganges Public School - Haridwar, UT

LANGUAGES



CONTACT

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Email: joshirohitj99@gmail.com

PERSONAL INFORMATION

- Father's Name: Mr. Bhuwan chand joshi
 - Date of birth: 09/20/1999
 - Gender: Male
 - Nationality: Indian
 - Marital status: Unmarried
 - Religion: Hindu
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SKILLS

- Good communication skills. Determined to learn with practical approach. Team work spirit and positive approach.
- Punctuality and consistency.
- Complaint handling and resolution
- Google Workspace

Hindi:

English:

DISCLAIMER

I hereby declare that the above mentioned information is true to the best of my knowledge and belief.