

Vikas Varghese

Business Development Manager

Personal Info

 vikas.varghese1@gmail.com

 9847590596

Education

- **High School Diploma**
Northeast Prep High School,
Philadelphia
2004 - 2006

- **Bachelor of Computer Applications**
T Johns College, Bangalore
2014 - 2018

- **Attended Online sessions on Ubiquitous Learning And Instructional Technologies (Online course)**
University of Illinois
2024 - 2024

Pursuing Online Post Graduate Course on Instructional Designing
Henry Harvin
2025

Skills

Teamwork - Expert

Work ethic - Expert

Time management - Expert

Problem-solving - Expert

Attention to detail - Expert

Adaptability - Expert

Summary

I am a professional in the field of inside sales and business development. I carry specialized skills in business planning and communication, creating a potential pipeline, lead generation for prospective clients, manage client relationships. I have worked in various fields, from geospatial technologies to educational technology. I have offered my services including academic counseling, development of career education programs. I practice empathetic listening, effective communication, and problem-solving abilities, ensuring optimal support and ensuring company's revenue

Work Experience

Senior Academic Counselor, Bhanzu Inc, Bangalore

September 2022 - May 2023

- Conducted market research and identified potential business opportunities.
- Researched customer feedback regarding products and services offered by the organization.
- Established strong relationships with key decision makers within client organizations.
- Drove sales of company products and services by meeting with customers using strategic and organized approach.
- Lead generation identified potential clients and maintained an active database.

Business Development Executive, Knowledgehut, Bangalore

November 2020 - June 2021

- Generated lead to identify potential clients.
 - Developed strategies to improve new business opportunities
 - Built relationships with clients, partners and vendors to facilitate successful partnerships.
 - Performed troubleshooting on technical problems.
 - Managed accounts using CRM software tools.
 - Collaborated with colleagues to resolve complex customer queries.
 - Provided comprehensive support to customers via phone, email, and live chat, resolving queries efficiently.
- Identified areas of improvement within existing processes to optimize performance outcomes.

Decision-Making Budget,
Marketing, Development
Customer Relationship
Management Lead prospecting
Business Development
Training and Development
Negotiations Excellent sales
techniques Cross-Functional
Collaboration Excellent
communicator Technical Skills
C,C++,PHP, My SQL, JAVA,
Adobe photoshop, wordpress -
Expert Adobe Captivate ,
Articulate 360

Languages

English - Native Speaker

Malayalam - Native Speaker

Hindi - Fluent

Customer Support Specialist, Focus Geospatial, Bangalore

July 2018 - December 2019

- Developed business and marketing plans in coordination with the Managing Director to achieve revenue goals.
- Developed negotiating strategies and positions by studying integration of new ventures, examining risks and potentials, estimating clients' needs.
- Closed new business deals, negotiating contracts.
Assisted in the company's branding and media communication, such as press releases, advertisements, marketing collaterals, and website.

Assistant Store Manager|, VIP Wireless, Philadelphia

September 2006 - December 2013

- Prioritized daily tasks at the store to ensure product support
Provided customer support pertaining to new product solutions, wireless plans
- Exhibited leadership to take decisions to cross train staff members and new employees to ensure continuity of support
- Established and maintained store operational standards, including customer service, safety, security, and inventory management.