

# CURRICULUM VITAE

**Vidyananda Shankar Meeshi**



## Objective

To make a sound position in the corporate world and work enthusiastically in a team to achieve the goal of the organization with devotion and hard work. To succeed in an environment of growth and excellence and earn a job which provides me job satisfaction and self-development and helps me achieve personal as well as organization goals. To seek challenging assignments and responsibility, with an opportunity for growth and career advancement as successful achievements.

## Professional Summary

Dedicated customer service representative with motivation to maintain customer satisfaction and contribute to company success.

Telesales experience with wireless and software sales background plus web presentation experience leveraging we conferencing [Zoom.us](https://zoom.us) and experience with [salesforce.com](https://salesforce.com)

## Skills

- Technical troubleshoot.
- Remote support.
- Customer satisfaction.
- Customer Relationship Management.
- Manage and update **CRM**.
- **Up selling**.
- MS Office
- Web design in Wordpress and Weebly
- Basic computer skills.

**Tools:** Salesforce, Intercom, Hubspot, Zendesk, Slack, WHMCS

## Work History

**Product support & Customer Success executive** at Purple Rain Technology - Bangalore, India July 2019 present.

### Saas representative:

- Managed and recorded all leads from outbound Email and Telephone marketing.
- Set up new accounts, established customer credits, and set up payment methods.
- Prioritised daily workflows, including all inbound calls, tickets, quotes and sales related inquiries.
- Troubleshooting technical related queries.

### B2B sales representative:

- Called existing clients to upgrade the product.
- Consistently probed clients for product experience.
- Documented all customer inquiries and comments thoroughly and quickly.
- Coordinated between the billing department and customer to resolve problems.
- Referred unresolved customer grievances to the designated department for further investigation.

**Administrator L1** at Diya Systems Pvt. Ltd - Mangalore, India March 2016- April 2019

- Role Switch as per the process requirement. Handled **Verification, Sales, Billing and Web Design** related queries along with regular outbound sales chats.
- Assessed client's profiles and aligned them with the best possible products and services to meet their needs.
- Maintained and updated customer service database (**MySQL** and **phpMyAdmin**). Fixing issue which is related to **HTML, PHP** code. Website design for **WordPress, Weebly** sites.
- Demonstrated professionalism and courtesy with customers at all times. Coordinated product orders.
- Managed customers' expectations and experience to a high degree of customer satisfaction.
- Remain up-to-date on the latest technologies and solutions applicable to company products.
- Worked closely with team members to meet or exceed all customer service requirements.
- Resolved customer issues in a clear, courteous and straightforward manner.
- Enthusiastically participated in job related training.
- Described solutions to customers accurately and persuasively.
- Used scripting skills to contribute to internal tools.

- Researched, troubleshooted and resolved complex problems independently.
- Evaluated and responded to incoming sales leads and requests for technical support assistance.
- Provided base level IT support to non-technical personnel within the business.
- Engaged users and answered questions on the website and in the forums.
- Used ticketing systems to manage and process actions taken.
- Assisting onboarding customers by suggesting appropriate plans and products according to their requirements. Up selling and cross-selling products to qualified clients
- Responsible for Business from a set of Key Accounts, ensuring maximum customer satisfaction by achieving delivery & quality norms. .
- Account modification, Plan **Upgrade/Downgrade**, Invoice Generation and payment tracking.
- Addressing and resolving all kinds of issues, queries, escalations and disputes related to products, service, pricing and billing.
- Evaluating feedback, complaints and requests pertaining to our Product, System, services and coordinating internally for relevant developments and implementing it into the system, to maintain a competitive edge in the respective market.

## Education

1. Bachelors of Engineering in **Mechanical** from VTU-Belgaum, Karnataka, 2012-2015
2. Diploma in **Mechanical Engineering** from Nitte, Karnataka, 2008-2011

## Personal Profile

Name : Vidyananda Shankar Meeshi

Date of Birth : 09/07/1990

Marital Status : Single

Languages : English, Hindi, Kannada

Nationality : Indian

Passport No : S1627305 ( Valid till March 2028 )

Visa Status : Visit ( **Valid till 21 January 2021** )

Address : Flat no: M06, Ravi Building opposite to BurJuman Mall, Karama, Dubai

Thank you.

Vidyananda Shankar Meeshi