






Sudeeb Sukumaran
MBA, ITIL, PRINCE2
Business Sales Support Officer

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CAREER GROWTH PATH

With First Select Employment Service (**Client: Etisalat, UAE**) for
12 years in IT/Telecom sector as

- ☐ **Business Sales Support Officer / Internal Account Manager**
Nov 2015 - Present
- ☐ **Service Delivery and Processing Officer**
Apr 2011 - Oct 2015
- ☐ **Customer service Representative - Technical support**
Oct 2007 - Mar 2011

EDUCATION

- ☐ **Master of Business Administration (Project Management)**
Bharathiar University, India
May 2015- May 2017
- ☐ **Bachelor of Computer Applications**
Bharathiar University, India
June 2001- May 2004

CERTIFICATION

- ☐ **ITIL Foundation 2011** (ID: GR750430120SS)
- ☐ **PRINCE2 Foundation** (ID: GR656028633SS)
- ☐ **Microsoft Certified System Engineer - MCSE** (ID: 6237019) on
Microsoft Windows Server 2003

TRAINING

- ☐ Completed **Project Management - PMP** Preparation Course
(CPM001 PMBOK – 5th Edition) training programme
- ☐ Certificate of **Post Graduate Diploma in .Net Technologies** from
NIIT, India
- ☐ Completed **Software Testing** training programme
- ☐ Completed **A+ certification** training programme
- ☐ Completed **Information & Communication Technology (ICT)**
training programme from Etisalat Academy

SKILLS

- *Operations and Business Sales Support*
- *Account Management*
- *Order Handling/Management*
- *Project Management*
- *Customer support and Service Delivery*
- *Processing and Project Execution*

AWARDS

- *Certificate of appreciation for
successful delivery of Mobile Migration
Project for GHQ Armed forces, during
Sep 2017*
- *Exemplary Performance Award, during
the month of Feb 2015*
- *Award for, Contributions on achieving
the GOV and SMB department targets for
the year 2012*
- *Outstanding Performance Award, SMB
–Northern Emirates, for the year 2011,
2012 & 2013*
- *Award for, Excellent performance and
dedication, in the month of June 2009*

IT SKILLS

- *MS Office*
- *CRM Microsoft Dynamics*
- *VB.NET, C#.NET, VB 6, Java, C, C++,
Cobol, HTML, XML, ASP.NET*
- *SQL 2000, Oracle 8i, MS-Access*
- *Rational Robot, Quick Test Pro, Win
Runner 7.5, Load Runner 8.0, Test*

KEY ROLES

As Business Sales Support Officer / Internal Account Manager

(Nov 2015 - Present)

- ☐ Dealing with Enterprise and Top 200 customers for executing the requests.
- ☐ Manages daily activities of the operational sales support function – Order Handling
- ☐ Initiates and tracks orders to completion by dealing with different Operational /Technical team as required.
- ☐ Ensures that project/department milestones/goals are met
- ☐ Analyze business processes and effect changes to meet or exceed customer requirements.
- ☐ Effectively coordinating with the Service Delivery team for executing requests/projects on time.
- ☐ Attend promptly to the non-compliance identified by auditors.
- ☐ Performing multitasks, meet deadlines and work on time sensitive material.

Customer Management - Order Handling/Management

- Accountable for their client's overall customer satisfaction.
- Responsible for timely project completion, issue identification/resolution, and customer delivery.
- Ensures clients clearly understand status of project throughout all phases; including outstanding, pending and completed tasks.
- Remote support for all customer inquiries and tickets.
- Attend project meetings/conference calls.
- Establish relationships with clients and follow-up on sales initiatives as needed.
- Receive and screen mail, phone and email communications.
- Provide daily updates and correspondence with excellent customer service skills to internal & external customers including support for the Sales Manager.
- Act as the key contact for clients, sales and other staff groups by understanding the client's needs and communicating those needs

Project Management

- Ensuring all aspects related to the project; planning, monitoring and reporting are successfully completed throughout the duration of the project
- Project Setup and Implementation, including:
 - Create records to track project progress.
 - Create and manage project spreadsheets.
 - Collects and records documentation including customer set-up documents and implementation related information.
 - Schedule and confirm all project dates.
 - Performs daily project tracking including resource management, equipment tracking and workflow supervision of multiple projects.
 - Creates and executes project work plans and revises when appropriate to meet changing needs and requirements.
 - Summarizes progress of project and prepares interim and project completion reports.
 - Interact well with both IT associates and business partners in resolving operational issues.

IT Coordination

- Communicating with IT department when a technical functionality error encountered in CRM and following up until the bug is fixed.
- Reporting incidents and request for change (RFC) if required, after getting approval from senior manager.
- Following up and escalating the issues regarding the pending RFC, through the line managers.
- Liaising with IT department during the UAT of new or existing CRM.
- Maintaining records of incidents and changes done in CRM.
- Creating or modifying the standard operating procedure (SOP) if required.
- Educating the internal users about the new change and procedure to be followed
- Getting approval from senior manager and ensuring access rights and privileges are provided to the new joiners or existing internal users as per the job requirement.

Training

- Training colleagues and new joiners to impart them detailed knowledge of Etisalat Services and Products, automated request processing using MS Dynamics CRM.

As Service Delivery & Processing Officer

(Apr 2011 - Oct 2015)

- ❑ Handling installation / service provisioning of IPVPN, Internet Leased Line, Managed Services, Projects, and Mobile Solutions etc.
- ❑ Dealing with government and high profiled customers (SME customers) and processing their bulk/individual requests.
- ❑ Adherence to department quality standards ISO 9001:2008.
- ❑ Following up with customers during all stages, right from receiving, processing until the completion of requests.
- ❑ Delivering valuable support to the Complaints Department Team and coordinating with different departments for resolving customer complaints.
- ❑ Coordinating with Account Manager / Sales Manager for meeting customers' needs by providing the most appropriate products / services to them; managing the sales activities by assisting Account Manager and Pre-Sales Manager.
- ❑ Carrying out the work in compliance with company policies, procedures and core values namely Innovation, Openness, Quality and Commitment.
- ❑ Preparing & submitting weekly schedules and preparing daily activity report, monthly activity report & migration reports, project or request status reports.

Store Management

- Maintaining the entire stock of Etisalat Products, ensuring their timely delivery to the customers, and hence ensuring business continuity.
- Communicating with the main store manager while ordering new devices, device replacement and sending unsold devices back to the main store.

IT Coordination

- Communicating with IT department when a technical functionality error encountered in CRM and following up until the bug is fixed.
- Coordinating with IT department during UAT in existing CRM or the new ones.

Training

- Creating training presentations, tutorials, instructor and student guides and lesson plans in multiple media and instructor lead formats suitable to course audience.
- Provide effective training to colleagues and new joiners regarding Etisalat Services and Products.

As Customer Service Representative – Technical Support

(Oct 2007 - Mar 2011)

- ❑ Have first call resolution as the first level of contact for customer service inquiries and technology problems for internet and E-vision subscribers.
- ❑ Involved in supporting FTTH connected customers.
- ❑ Troubleshoot routers, PC and laptops, etisalat modems & USBs and liaised with Etisalat Technicians to resolve problems.
- ❑ Delivered back-office support including processing fax & email requests from customers.
- ❑ Assists customers in resolving data related issues with complex provisioning, home networking, email and static IP issues and other inquiries.
- ❑ Provides quality customer services and ensures customers understand operating requirements of all products.
- ❑ Interpret, diagnose and troubleshoot technical issues involving Etisalat products and services.
- ❑ Identify other products and services for existing customers by maximizing their education on our products and ensures revenue goal is met

PERSONAL DETAILS

Date of Birth:	29 th Feb, 1984
Present Address:	Sharjah, UAE
Visa Status:	Employment Visa – NOC not required (Sponsor – First Select Employment services, UAE)
Marital Status:	Married
Number of Dependent:	2
Nationality:	Indian
Passport Details:	P 1077962
Driving License:	528167 – UAE
Languages Known:	English, Malayalam, Hindi, and Tamil