

KARTHIKEYAN A S

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Mob – 9840986409

SUMMARY

Enthusiastic management professional with demonstrated success supervising staff and building teams. Proven history of achieving sales goals by monitoring employee performance and coaching staff on effective sales methods.

Skilled in solving complicated issues and making proactive operational changes. Resourceful leader with good organizational, multitasking and project management abilities. Discerning and performance-oriented in tackling operational problems.

TOTAL EXPERIENCE

17 years 5 Months (Includes 11 Y 5 M team management experience)

SKILLS

- Process & Performance Improvements.
- Manage both Retail and Reseller Segments
- Employee performance evaluations
- Sales Strategies
- Cost Analysis and Savings
- Time Management
- Lead Generation

STRENGTHS & ACHIEVEMENTS

- Planned and execute sub reseller signup strategies, pricing band structure with priority support assistance
- Generated consecutive \$5 million annual revenue through retail team and \$5 million worth reseller contract individually.
- Started India SSL Sales process in 2014 including website design ideas(www.comodo.co.in), pricing plans & process flow structure.
- Sorted out bulk customer payment dues & billing issues both in retail & reseller segments
- Monitor team member output on weekly basis and help them to improvise sales.
- Training the team effectively by understanding the strengths of an individual.
- Generate high volume leads through lead generation

EXPERIENCE

Deputy Manager – October 2018 to October 2023

SECTIGO

- Serve as point of escalation for customers to resolve highly complex problems and discrepancies; collaborate with other departments as necessary to expedite resolution
- Coordinate proposal activities and lead negotiations to successful closure
- To work with the existing partners in contract renewal/extension
- Create reports to update the company on the team's progress
- Researching the needs of other companies and learning who makes decisions about purchasing. Maintaining fruitful relationships with existing customers
- Developing quotes and proposals, negotiating, and renegotiating by phone, email and in person.
- Managed budgets for various process, ensuring optimal resource allocation and cost control.

Deputy Manager – April 2014 to September 2018

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- Effective adaptation of working in line with corporate objectives and fast changing customer situations and priorities
- Act as coach and manager to team by developing creative and effective methods to motivate and encourage staff to meet goals set by management
- Identify business opportunities and develop strategies for achieving business objectives Coordinate proposal activities and lead negotiations to successful closure
- Created reports and analysed and interpreted data
- Partnered with upper management in executing functional strategies and reporting capabilities
- Supervised day-to-day operations to meet performance, quality, and service expectations

Assistant Manager – April 2012 to March 2014

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- Monitor competitor products, sales and pricing activities and adjust in sales approach to maintain a leadership position
- Managing staff and training, monitoring, and coaching the performance of sales associates
- Identify and drive new initiatives to improve performance and efficiency of my team
- Serve as point of escalation for customers to resolve highly complex problems and discrepancies; collaborate with other departments as necessary to expedite resolution
- Services existing business through management of account bases.

Team Lead – E Sales & LPS Sales – September 2009 to March 2012

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- Assisting to generate sales through chat sales, lead generation, other outbound marketing techniques
- Effectively manage team by scheduling regular one to one feedback and team meetings
- Assists in producing, implementing, and monitoring action plans to ensure sales targets and revenue objective are achieved
- Managing staff and training, monitoring, and coaching the performance of sales associates.

Senior Sales Executive – April 2009 to September 2009

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- Worked with company systems such as Live Support and diligently completed all assigned tasks, working overtime as needed
- Work with Team Lead to develop and execute sales plans for target market sectors
- Provided rapid sales assistance to clients and complete the sale
- Consistently generated additional revenue through skilled sales techniques
- Managed chat flow with up to 10 consecutive chats in queue

Sales Executive – April 2006 to March 2009

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- Provided accurate and appropriate information in response to customer inquiries
- Addressed customer sales inquiries in a timely and accurate fashion to close the sale online
- Properly directed inbound chats queues to improve call flow
- Ensured superior sales assistance to customer by addressing customer concerns and resolving problems quickly and efficiently
- Regularly sought opportunities to up sell other internet security products.

EDUCATION

2011 – 2013	MBA - GENERAL STUDIES Pondicherry University, Pondicherry, India
1998 – 2002	BACHELOR OF ENGINEERING - ELECTRICAL AND ELECTRONICS Madurai Kamaraj University, Madurai, Tamil Nadu, India