



Akhilesh Singh

looking Sales roles

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Languages

English (Native)

Hindi (Native)

About

With a robust background in technology sales, I excel at customer engagement and consistently surpass sales targets. Fluent in English and Hindi, I'm passionate about delivering exceptional service and adept at adapting to various retail environments, specialising in tech products and upselling.

BRANDS WORKED WITH

British Telecom (BT)

CONCENTRIX IBM DAKSH LTD

John Lewis

Kensington

White city/Piccadilly Circus

Experience

● sales SPECIALIST

White city/Piccadilly Circus | Feb 2022 - May 2022

- Creating a relationship with customers on a daily basis & selling with the launch of the S22/S22+/S22 Ultra devices.
- Successfully helped in the Launch of Clients' latest Products - Flip 4, Fold 4 series of smartphones along with watches and Buds in Piccadilly Circus.
- Maintaining immaculate standards, share knowledge to tech enthusiasts, meet daily and weekly targets of £10k



● MICROSOFT PRODUCT SALES SPECIALIST

John Lewis | Aug 2021 - Dec 2021

- Personal upsells of Microsoft range of laptops – Surface Laptop series & tablets surface duo bought in brought in £15k-20k bi-weekly multiple times doubling the set sales target of 8k-10k.
- Consistently upselling products & educating staff and customers while providing immaculate standard of service.

● SERVICE REQUEST MANAGER

British Telecom (BT) | Dec 2017 - Dec 2018

Employed as a Service request Manager at British Telecom, one of the biggest telecommunication services in the UK. I was responsible for processing multiple projects with the agreed 3-4 weeks SLA depending on the project size to different clients including JP Morgan, Goldman Sachs, Bank of America.

- Dive into the client's business objectives and work with them to lead the projects and make strategy to drive performance.
- Managing & processing high complexity projects autonomously & working with internal & external stakeholders meeting the end requirement to generate revenue stream for our team.
- Worked on a 16,000-row data spreadsheet to update and validate client information
- Taking project ownership & ensuring projects are delivered within agreed timeline & standard while consistently providing project updates to stakeholders
- Developing skills and apply knowledge of the market, industry, products and tools, in preparation to offer the best solution for our clients' business challenges.
- Working collaboratively with cross-site and cross-functional teams to drive short- and long-term account growth while pursuing personal development of skills and knowledge necessary for the role & taking responsibility for the role

Skills used: Excel Spreadsheet, Organizing reports, SQL

● CUSTOMER SERVICE LEADER

CONCENTRIX IBM DAKSH LTD | Sep 2016 - Oct 2017

As a Customer service Leader, I was responsible for providing world-class support to the issues & being empathetic towards the customers & enthusiastic to achieve my goals

- Resolved 85% of the complaints at first point of contact exceeding corporate target of 80%
- Exceeded escalated complaints resolution quality goal of 90% achieving score of 94%+.
- Efficiently supported team in improving customer service metrics such as Average handling time, customer satisfaction score, first contact resolution & NPS.

Education & Training

- 2020 - 2021 ● **Anglia Ruskin University**
Masters in Business Administration (MBA),
- 2013 - 2016 ● **University of Delhi**
Bachelor of Commerce,