

Abhilash Pal



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Objective

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

Experience

- Cogent E Services Ltd** 08-06-2023 - 03-09-2024
Customer service associate
 - Handle 90+ calls daily, with duties including retrieving
 - customer data, presenting relevant product information, and cancelling services
 - Review lapsing policies for proper disposition
 - Works with team to meet team and department goals
 - Provides training to other team members in area(s) of expertise.
 - Provided basic technical support for clients on a wide
 - range of company products, resolving issues at a 90% rate
 - Remained courteous and calm, even during moments of customer dissatisfaction.
- DTDC Express Ltd** 2022 - 2023
Channel Sales
Roles and Responsibilities
 - Channel Sales
 - Revenue generation
 - Collection from Franchisee
 - Franchisee training and operations.
- Subtek Express Pvt Ltd** 11-01-2020 - 01-01-2022
Marketing Executive
Roles And Responsibilities
 - Business Development And new customer acquisition.
 - Bill Submissions and collection
 - Operation handling & Data entry
 - Vehicle Tracking
 - Customer Relationship Management etc.
- Sampark India logistics Pvt Ltd** 2019 - 08-10-2019
Credit Control Executive
 - Bill Submissions and collection
 - Payment Follow-up
 - Bill Reconciliation
 - Data Entry and POD Dispatch
 - Customer Meeting etc.

Education

- Swami Rama Himalayan university** 2018
MBA
6
- OIMT rishikesh** 2016.
BBA
62

- SVM Inter college Rishikesh 2013
10+2
52
- SVM Inter college Rishikesh 2011
10th
55

Skills

• Sales • Problem Solving • Decision Making • Team Building

Projects

- **Working Capital Management**
 - To know about Working Capital use
 - How company can use it.
 - Requirement of Working Capital for running a business.
 - **Fixed Assets Management**
 - Utilisation Of Fixed Assets
 - Requirement of Fixed Assets
 - Depreciation of Fixed Assets, etc.
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Interests

- Marketing and Sales



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