

Mital Thanki

Porbandar, Gujarat India
+91 8866291612
missthanthi1601@gmail.com

Multi-skilled and creative Master of Business Administrative; trained in the customer service, call center, telesales, IT, and business information security Industry for 7 years; has a keen eye for detail and a mindset of excellence and integrity.

EXPERIENCE

Real Time Networking LLC , US (Remote Working) Customer / Technical Support Professional

July 2021 – Present

Communicate with Clients to diagnose technical issues. Provide Step by step instructions to fix the issues. Provide Instructions in simple terms. Installs software and necessary applications for workflow. Prepare reference material for users by drafting operation instruction.

QNA MARCOM , India — *Inside Sales Specialist*

JUNE 2020 - MARCH 2021

To generate a Lead for a different Campaign from given Data by Company in the Gulf Market. Invite IT People to attend different webinars organized by QNA with the Help of Dubai Health Authority and Dubai Government.

Cloud for Work FZ LLC, Dubai — *Inside Sales Executive*

SEPTEMBER 2018 - FEBRUARY 2020

Generating sales leads, Database maintaining of sales lead, sending the proposal, follow-up with prospects, coordinating with the sales team. Going for the meeting at client's place and showing Microsoft Teams Demo.

Xedos Computers, Dubai — *Business Development Executive & Trainer*

JUNE 2014 - AUGUST 2018

EDUCATION

Gujarat Technological University, Ahmedabad — *Master of Business Administration* (2014)

Saurashtra University, Ahmedabad — *Bachelors of Commerce* (2012)

EXTRA-CURRICULAR ACTIVITIES

- Participated in LEADERSHIP HUNT taken by TYCOONS in 2009 Graduation.
- Attended exams of CPT & BULATS taken by CAMBRIDGE UNIVERSITY.

SKILLS AND ABILITIES

- Proficient in MS OFFICE 2000 (Excel, Power Point, Paint, and other Basics)
- Good Communication skills.
- Ability to work in team as well as individual
- Excellent in cold calling
- Internet & E-mail operations
- Personality with positive attitude
- Proactive, Positive approach.

AWARDS

- Lead prospecting
- Highly competitive
- Outbound telephone marketing
- Cold calling skills
- Customer service
- Exceptional communication skills
- International sales support
- Strong client relations
- Detail Oriented

LANGUAGES

English, Hindi, Gujarati