

Tony Francis Dominic

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SUMMARY

Born & brought-up in India, I have been a part of India, Dubai, Iran, and Qatar

Market exploring on Ed-Tech, Shipping, Insurance industries picking Up my professional experience from multinational markets.

During my tenure, I have gained experience in several fields like Operations, Customer Service, Insurance, Service Adviser, and Analyst. To familiarize myself in different roles of the professional world & to identify the profession that suited me the best. Most of my professional experience is in Ed-Tech & Shipping itself.

SKILLS

- Direct Counselling
- Ability to increase sales and grow business
- Strong analytical and problem-solving skills
- Excellent communication and interpersonal skills
- Ability to develop and implement effective marketing strategies
- Strong negotiation and persuasion skills
- Ability to develop and manage budgets
- Excellent time management and organizational skills
- Ability to work effectively under pressure
- Ability to create and maintain positive customer relationships
- Strong leadership and team building skills
- Customer Satisfaction
- Account Management
- Team Work

Profile Summary

- **An enterprising leader with skills in** ensuring optimum inventory levels for achieving targets and customer satisfaction without hampering the process and preparing reports for the same; offering **over 5 years** of firm experience
- **Consistent success in maximizing financial performance** with the help of capabilities in driving financial growth and generating revenues through the sales.
- **Actively engaged in the preparing** the quotes for customers that call in for insurance and also providing the best pricing, with endless customer service.
- **Strong work-ethic with capacity to** function well under pressure and display high level of competence in a rapidly evolving work environment.

Education

- St. Joseph Anglo Indian Boy's Higher secondary School
- St. Joseph's Educational institution ITI trained in CNC programming, Milling, slotting machines.

Work Experience

Sales Manager

Budha Guru Seal (Chennai)

Was taking care of Chennai Airport site (Erection jobs, panels fixing, Metal ceiling fixing)

- * Was handling the Marketing team also meeting clients face to face for a product called Shailnick (Metal Paste)
- * Handling and creating quotations for various purchases for the business

Sales Manager

Delphi Training Center (Dubai)

- * Handled a team of 15 member in sales & customer service department.
- * Visiting colleges to explain about CMA & CPA courses to students.
- * Counselling students explaining the benefits about CMA & CPA courses.
- * Checking for eligibility of student before enrolment
- * Providing LMS access and the login credentials for online classes.
- * Keeping a track on the batch start dates for the course.

Centre Manager – Chennai & Kochi

Miles Education - Chennai

- * Handled overall Sales & Operations for Chennai & Kochi branches for a team of 25 employees.
- * Assigning & allocating tasks & calling data to the team. Also handling escalation calls and conducting live calls with students and managements of Universities, Colleges & Corporates.
- * Organizing & conducting boot camps and seminars at Universities, Collages& Corporates explaining on the products and services, also enhancing on the benefits of CMA and CPA courses.
- * Conducting Direct Counselling with students & working professionals face to face about the advantages of CMA and CPA courses and its impact on their career growth.
- * Coordinating with the eligibility team and analysis the credit score of the students for successful enrolments.
- * Explaining the fee structure and the break ups.
- *Monitoring QA calls.
- * Following up on fee payments with students.
- *Providing LMS access and all the credentials to start online classes for the students.

SME – Subject Matter Expert

Sutherland Global Services - Chennai

- * Worked for the process called Intuit, tax deductions team.
- * Handling supervisor calls.
- * Worked for a process called QBG.
- * Handling customer service and upselling.

Sales Manager

Portum Logistics - Chennai

- * Creating courts for transporting shipments.
- * Keeping a track of Bill of lading to transport goods overseas.
- * Handling demurrage charge reports.

Place: Chennai

Date: 1/8/2024

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