



Amit Rathee

Web Support Manager

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CAREER OBJECTIVE

To further increase my knowledge base and leadership skills by obtaining a Support Manager position that will enable use of my strong technical and marketing background, interpersonal skills and managerial abilities to surmount real world challenges through execution of world class solutions.

SUMMARY

Dynamic support manager with exceptional project management and leadership skills, and demonstrated success in account acquisition, technical guidance, product development & marketing expansion. Verifiable track record in developing and executing focused downstream support and management activities to increase revenues, profits and market share. Tenacious in building new business, forging strong relationships with business partners and securing customer loyalty.

KEY STRENGTHS AND COMPETENCIES

- Advertising & Marketing
- Product Launches
- Brand Positioning Strategies
- Business Development & Support
- Presentations, Trainings & Demos
- Team Leadership & Collaboration
- Lead Generation & CRM
- Market Research
- Indirect Sales Support

WORK EXPERIENCE

Infinite Conferencing | 2015-Present Web (Technical) Support Manager

Supervises and coordinates all support activities related to Infinite Conferencing and Onstream Media's web meeting and webinar product lines including: product development and testing, managing/resolving support cases, and evaluating resolution provided to confirm compliance with necessary system and company guidelines. Tasked with interdepartmental communication and maintenance for sales, marketing, and Level I-III technical and development support to ensure overall partner satisfaction.

Accomplishments:

- Improved productivity and eliminated superfluity by establishing new training and technical support procedures that are implemented organization-wide.
- Oversaw creation and execution of internal programs and client facing support documentation, resulting in a 45% decrease for expected ticket turnaround times.
- Personally responsible for training and managing individual members of the Web Support (Tier I & II) teams on an ongoing basis.

Infinite Conferencing | 2012-2015 Product Marketing Manager

Directed and supervised all activities related to Infinite Conferencing and Onstream Media's product management including: promotions, product documentations, lead generation, training, campaign/advertising, market intelligence and major product launches. Enabled Sales/Channel support through communication of product value propositions and development of various tools.

Accomplishments:

- Personally streamlined and oversaw the lead generation process to ensure a greater percentage of verified quality leads for sales team in less than 60% of the time previously required.
- Successfully spearheaded and managed three flagship product launches from concept to execution, including creation and implementation of training programs for over 40+ employees.
- Provided expert support to sales team, grew product revenue and doubled lead conversion rates.

Arjay Telecom | 2007-2012 Field Marketing Manager

Was accountable for analyzing market data to identify and execute on possible opportunities, developing marketing & educational tools for outreach, sales and training, while maintaining work process flows through the coordination of information and requirements with related operational departments.

Accomplishments:

- Expanded B2B/B2C Outreach program by over 600%, across the Greater New York Area.
- Increased monthly B2B/B2C account acquisition by approximately 300% per field office.
- Maintained core databases and oversaw business accounts for 10+ field offices.

ADDITIONAL SKILLS AND CERTIFICATIONS

- Strong verbal and written communication skills (MS Office; Word, Excel and PowerPoint)
- Customer Relationship Management (Salesforce, Hubspot, HappyFox, Eloqua)

EDUCATION

Kean University, New Jersey | 2012

B.A. in Psychology

Graduated with Multiple Honors (Summa Cum Laude)