

SURENDER KUMAR

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SENIOR MANAGEMENT PROFESSIONAL

Target Roles: Sales & Services | IT-Telecom Support Management | Operations Management

Preferred Location: Delhi / NCR

PROFESSIONAL SUMMARY

Results-driven, ITIL® V3 Foundation-trained telecom and IT services professional with **28+ years of experience** in network management, enterprise sales, customer support, and service operations. Proven track record of delivering exceptional customer experiences, managing cross-functional teams, and driving operational improvements. Adept in handling Indian Banking Systems and telecom service delivery frameworks across B2B and B2C landscapes.

CORE COMPETENCIES

- Enterprise B2B Sales & Service Delivery
 - Key Account Management & Customer Retention
 - Telecom Network & Infrastructure Solutions
 - AMC/FM Contract Acquisition & Execution
 - BFSI, Govt., and Corporate Sector Engagement
 - Process Improvement & Cost Optimization
 - Leadership & Cross-Functional Team Management
 - SLA / KPI Management | ITIL Practices | Root Cause Analysis
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CAREER HIGHLIGHTS

- Led **Dell Break-Fix/Enterprise Support** operations with consistent KPI achievement.
 - Initiated customer feedback loops with mandatory callback feature, boosting CSAT scores.
 - Secured AMC/FM contracts across BFSI, corporate, education, and government verticals.
 - Trained in-house teams to minimize external training dependencies, ensuring skill continuity.
 - Delivered ICT solutions for major banks under BFSI vertical, including CTS and FM support.
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PROFESSIONAL EXPERIENCE

WorldPhone Internet Services Pvt. Ltd.

Manager – Enterprise Sales B2B (May 2024 – Oct 2024)

Internet Leaseline, SIP, SDWAN, Managed Wi-Fi Solutions



Shyam Spectra Pvt. Ltd.

Deputy Manager – Enterprise Sales B2B (May 2022 – May 2024)

BIA (Internet Leaseline), SIP, SDWAN, Managed Wi-Fi Solutions

Bharti Airtel Ltd. – Channel Partner

Enterprise Sales – B2B (May 2014 – May 2022)

Services: Internet Leaseline, ACS, VCS, Surveillance, PRI/SIP, Managed Wi-Fi

HCL Services Ltd., New Delhi

Area Manager – Business / Customer Support (Feb 2008 – Apr 2014)

- Oversaw Delhi region operations, CRM, and technical projects for BFSI and Govt. clients.
- Managed 30+ staff including engineers and team leads, with direct client interaction.
- Delivered integrated IT services: PC/server installations, network configurations, AMC/FMS.
- Led service quality improvement initiatives and technical audits.

BPL Telecom Ltd., New Delhi

Area Manager – Customer Support (Technical) (Nov 1994 – Feb 2008)

- Led EPABX systems support for hospitality and enterprise clients in Agra & NCR.
- Integrated third-party software (Billing, VMS, Paging, Hotel Systems) with PBX setups.

Shyam Communications Pvt. Ltd., New Delhi

Customer Support Engineer (Nov 1992 – Nov 1994)

EDUCATION

- **MBA (Marketing)** – SMU Manipal, 2008–2010 (62%)
 - **B.E. in Electronics & Communication** – Jamia Millia Islamia, 2002–2006 (64%)
 - **Diploma in Electronics Engineering** – BTE Delhi, 1989–1992 (74%)
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CERTIFICATIONS & TRAINING

- ITIL® V3 Foundation Certified
 - PMP Training Completed
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PERSONAL DETAILS

- **Date of Birth:** 1st August 1972
- **Languages:** Hindi, English