

RAHUL CHOWDHURY

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PROFESSIONAL TITLE

Team Lead in IT Services Sales and Project Management

10+ years' experience in International BPO, Service Selling, Client Management and Project Management. 8+ years' experience in Team Management.

PROFESSIONAL SUMMARY

Dynamic and results-driven IT Consultant with over 10 years of experience delivering tailored technology solutions and driving business growth through strategic IT service sales. Proven expertise in IT infrastructure, cloud services and digital transformation. Skilled in client relationship management, Team Leading and end-to-end service delivery. Expert at identifying client pain points, crafting customized solutions, and closing high-value deals that align with organizational goals. Combines technical acumen with strong communication and negotiation skills to bridge the gap between business needs and technology capabilities.

CORE SKILLS

1. IT Consulting & Advisory Services

Provide expert guidance to clients on technology strategies, infrastructure improvements, and system integrations that align with business objectives.

2. IT Service Sales & Business Development

Drive revenue by identifying opportunities, pitching tailored IT solutions, and closing deals that meet client needs and budget expectations.

3. Solution Design & Architecture

Develop scalable, secure, and cost-effective IT architectures, ensuring technical solutions are aligned with client goals and industry standards.

4. Client Needs Assessment & Requirement Gathering

Engage with clients to understand their technical challenges and business objectives, translating them into actionable solution proposals.

5. Cloud Solutions (AWS, Linux Server Space, Google Cloud)

Consult on cloud adoption strategies and implement cloud-based solutions to improve scalability, security, and cost-efficiency.

6. IT Infrastructure Management

Oversee and optimize networks, servers, and systems to ensure high availability, performance, and alignment with operational needs.

7. Digital Transformation Strategy

Guide organizations through technology upgrades and process modernization to improve productivity and customer experience.

8. CRM Tools

Utilize CRM platforms to manage client relationships, track sales activities, and streamline communication across the sales cycle.

9. RFP & Proposal Development

Prepare compelling proposals and respond to RFPs with customized IT solutions that meet both technical and business requirements.

10. Stakeholder Engagement & Relationship Management

Build strong client and internal relationships to ensure long-term satisfaction and repeat business opportunities.

11. Technical Pre-Sales Support

Collaborate with technical teams to demonstrate solution capabilities, answer client queries, and ensure smooth handoff to implementation.

12. Contract Negotiation & Closing

Lead negotiations on service agreements, pricing, and SLAs, ensuring mutual satisfaction and clear expectations.

13. Project Management (Agile, Scrum, PMP methodologies)

Plan, execute, and monitor IT projects using best practices to ensure timely delivery, budget adherence, and client satisfaction.

14. Communication & Presentation Skills

Effectively convey technical concepts to non-technical stakeholders and deliver impactful presentations to decision-makers.

PROFESSIONAL EXPERIENCE

Babyview HD Photography, Mansfield, Texas (USA)

IT Support and Marketing for Website (Remotely) | August 2021 – April 2025

- Maintain, update, and troubleshoot issues on company website
 - Contributed to sales growth by identifying and pursuing new business opportunities.
 - Successfully acquired new clients through effective sales strategies and networking.
 - Developed in-depth knowledge of photography products and services, enabling effective sales pitches.
 - Ensure high performance, security, mobile responsiveness, and uptime of web properties.
 - Manage website contents, so users will have a updated knowledge of services and discounts.
 - Generate monthly performance reports with actionable insights.
 - Continuously test and optimize landing pages and campaigns for better UX and conversions.
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Anudip Foundations, Durgapur

Centre Head | Feb 2021 – June 2021

- Lead operations and strategic planning for a skill development center catering to underprivileged youth, with a focus on employability and vocational training.
- Oversaw day-to-day functioning of the centre, managing a cross-functional team of trainers, counselors, and administrative staff to ensure seamless delivery of training modules.
- Designed and implemented livelihood programs aligned with industry requirements in retail, IT support etc..
- Facilitated partnerships with local employers, vocational institutes, and government bodies to enhance placement opportunities and program outreach.
- Monitored student performance, attendance, and program outcomes
- Managed centre budgets, compliance, and reporting to donors and internal leadership, ensuring transparency and accountability.
- Initiated soft skills and life skills sessions to provide holistic development beyond

technical training.

Technext Technosoft Private Limited, Durgapur

Team Leader Cum Project Manager | March 2014 – Jan 2021

- Consult with mid to large-sized enterprises to assess IT needs, design customized technology solutions, and drive digital transformation.
- Led end-to-end sales cycle for IT services including cloud migration, managed IT, and infrastructure support.
- Developed proposals and delivered client presentations, resulting in a 30% increase in contract win rates.
- Collaborated with technical teams and vendors to tailor solutions that addressed both business and technical requirements.
- Grew client base by 40% through proactive lead generation, cross-selling, and up-selling strategies.
- Managed multiple enterprise client accounts post-sale to ensure satisfaction, continuity, and renewal of services.
- Trained junior consultants on solution pitching and customer engagement strategies.

EDUCATION

B.Com, Burdwan University | 2013

12th (WBCHSE) | 2010

CERTIFICATIONS & TRAINING

- Advanced MS Office
- DFAS (Diploma in Financial Accounting System)