

# MOHD UMAIR

■ 8851643391 | ■ umairnostalgic@gmail.com  
■ New Delhi

## CAREER OBJECTIVE

Results-driven professional seeking to leverage expertise in technical support within cloud telephony and CPaaS environments. Aiming to deliver scalable SaaS-based communication solutions, enhance client experience, and drive operational efficiency through strong troubleshooting, system optimization, and customer-centric support practices.

## PROFESSIONAL EXPERIENCE

**Onextel Ltd** – Manager, Tech Support (Jan 2026 – Present)

- Leading technical support operations for cloud telephony solutions
- Managing client escalations and ensuring quick resolution
- Collaborating with product and engineering teams
- Monitoring platform performance and SLA adherence

**Office24by7** – Manager, Pre-Sales (June 2025 – Jan 2026)

- Pre-sales consultations for SaaS and CPaaS solutions
- Product demos and solution mapping
- Proposal preparation and deal support

**TeleCMI** – Senior Sales Advisor (Nov 2023 – June 2025)

- Enterprise sales for cloud communication products
- Client relationship management
- Revenue growth and solution delivery

**Servetel** – Solution Advisor (March 2021 – Nov 2023)

- Cloud telephony and IVR consulting
- Client onboarding and deployment coordination

**MyOperator (VoiceTree)** – Executive (June 2019 – March 2021)

- Customer support for cloud telephony services
- Troubleshooting and service handling

## SKILLS

Cloud Telephony | CPaaS | SaaS Support | Troubleshooting | Client Servicing | Pre-Sales | CRM Tools | API Integrations | IVR Design | Team Management

## EDUCATION

MBA – Jamia Millia Islamia (2017–2019)  
B.Tech – GGSIPU (2012–2016)

# LANGUAGES

English | Hindi | Urdu