

Siddhesh Dhoke

Assistant Manager- Sales

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LINKS

[Linkedin](#)

PROFILE

Experienced sales professional with 5+ years in hospitality, IT, and real estate. Known for revenue growth and expanding clientele through adept networking and end-to-end sales, Curious, resourceful, and committed to quality work and communication.

EDUCATION

Jul 2019 — Jun 2020 Master of Management, Boston University, Boston University Boston

Jul 2015 — May 2018 BSc in Hospitality and Hotel Administration, IHM Pusa New Delhi

EMPLOYMENT HISTORY

Feb 2025 — Present Pre sales (Assistant Manager), Pinnacle Teleservices Pvt. Ltd Nagpur

- Led solution design and stakeholder alignment across multiple government departments, acting as the primary interface between client leadership and internal product, engineering, and delivery teams for CPaaS-driven, WhatsApp-enabled citizen service platforms.
- Contributed directly to the conversion of high-value government tenders (including CHiPS, WEBEL, and NeGD) by owning technical solutioning, architecture articulation, and final-stage presentations influencing award decisions.
- Delivered executive-level product demos and solution walkthroughs, translating departmental problem statements into scalable, outcome-driven WhatsApp service delivery models.
- Maintained active involvement post pre-sales to ensure delivery timelines, architectural expectations, and service outcomes were met, strengthening long-term government partnerships and repeat engagements.

Oct 2024 — Feb 2025 Entrepreneur in Residence (Intern), PropTechBuzz Remote (Global)

- Identify and engage global communities and associations in Property and Construction Tech to establish strategic partnerships.
- Conduct outreach to potential leads, securing meetings to demonstrate PropTechBuzz's platform and value proposition.
- Deliver impactful demos showcasing mutual benefits and driving collaboration between PropTechBuzz and industry stakeholders.
- Facilitate meaningful partnerships to enhance platform visibility and elevate user experiences across Prop Tech domains.

Mar 2023 — Jun 2024 Business Development Manager, Novel Office Bengaluru

- Built and nurtured client relationships through tailored guidance on company offerings, addressing needs and delivering value-driven solutions.
- Consistently achieved KPIs and sales goals by engaging potential clients via cold-calling, LinkedIn and email, leading to \$70M in asset sales discussion.
- Collaborated with design teams to customize office spaces and refined lead engagement processes to improve client acquisition.
- Conducted financial and risk analyses, developed proposals, and marketed services to drive client satisfaction and business growth.
- Achieved the fastest leasing transaction totaling \$400,000.

Nov 2021 — Nov 2022 Jira Helpdesk Specialist, JLL Atlassian Bengaluru

- Managed global Jira Help Desk operations, ensuring timely issue resolution and exceptional customer service within SLA standards.
- Implemented IT support systems, achieving a 50% improvement in response times and enhancing operational efficiency.
- Facilitated client relationships and conducted routine audits to ensure compliance, driving retention and process adherence.

Feb 2020 — Apr 2021

Overnight Guest Auditor, IHG Kimpton Marlowe

Boston

- Oversaw nightly hotel operations to ensure guest security and satisfaction.
- Lead staff and resolve issues during overnight shifts, generating comprehensive management reports.
- Delivered exemplary customer service by addressing guest concerns, managing check-ins and check-outs, and computing bills.
- Played a key role (the only one responsible for night operations) in maintaining guest satisfaction through efficient management of allowances, discounts, and room charges.

Jun 2018 — Dec 2018

Front Office Assistant, Trident Oberoi

Kochi

- Manage front desk operations, ensuring seamless service delivery.
- Up-sell hotel services to guests through extensive guest interaction.
- Achieve set objectives to meet revenue targets.

SKILLS

Communication Skills

Business Development

Relationship Building

Revenue Growth

Product Demo's

Citizen Service Design and Enablment

API-Led Integration's

Risk Identification and Mitigation

Solution Storytelling

Govt. Digital Transformation

INTERNSHIP

Jun 2016 — Oct 2016

Industrial Exposure Trainee, Taj Panjim

Goa

- Underwent 4 months of comprehensive industrial training across core hotel departments, i.e., front office, housekeeping, food and beverage, and food production.
 - It was part of the college curriculum and was imperative to understanding how a 5-star hotel functions.
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