Ankit Rakholia

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PROFESSIONAL SUMMARY

Pre-Sales Specialist skilled in technical solution consulting, RFP/RFI management, product demonstrations, and customer engagement. Experienced in solution architecture, proof-of-concepts (PoC), and sales enablement for B2B SaaS and enterprise solutions. Strong track record of collaborating with cross-functional teams to deliver impactful solutions that drive customer adoption and business growth.

EXPERIENCE

Product & Pre-Sales Consultant
Infusion Business Intelligence

May 2024 – Present
Delhi

- Conducted product demonstrations and technical presentations to showcase solution benefits.
- Developed sales enablement content including whitepapers, case studies, and solution briefs to support deal closures.
- Managed RFPs/RFIs, ensuring detailed technical responses aligned with business goals.
- Assisted in proof of concepts (PoCs) to demonstrate the feasibility of services.
- Liaised with clients to retrieve key datasets and presented tailored performance metric dashboards, ensuring alignment with business objectives and boosting stakeholder trust.

Senior Executive - Presales
OneClick Technologies

April 2022 – April 2024
Gurugram, Haryana

- Managed end-to-end pre-sales lifecycle, responding to RFPs, RFIs, and preparing technical proposals.
- Conducted solution workshops and discovery calls to understand client pain points and design custom solutions.
- Led PoCs and technical pilots, showcasing real-world impact and ROI to enterprise customers.
- Collaborated with sales, engineering, and product teams to tailor solutions for different industries (BFSI, Telecom, Automotive).
- Created competitive analysis reports to highlight key differentiators against industry competitors.
- Processed sales and engagement data, providing actionable insights to improve conversion rates by 15%.
- Built internal BI dashboards to track sales performance and customer insights, optimizing strategy execution.

Executive - Inside Sales

March 2020 - April 2022

- Supported technical pre-sales efforts, ensuring alignment between client needs and product capabilities.
- Developed automation workflows using UiPath to streamline customer onboarding processes.
- Created sales collateral and client presentations for sales teams to enhance prospect engagement.
- Used CRM tools (Salesforce, LinkedIn Sales Navigator, Zoho CRM) for lead qualification and outreach.
- Automated data processing and reporting workflows using UiPath & Python, reducing workload by 30%.

Executive

September 2017 - March 2020

- Worked with service agents and operations teams to analyze and optimize customer service workflows
- Worked with backend service teams to identify exceptions and enhance manual data operation task
- Conducted R&D to identify and implement automation functionalities, enhancing CX

PROJECTS

Mobile Simulator – Self-Service Support Platform

- Led pre-sales lifecycle including requirement gathering, solution design, PoC, and RFP documentation.
- Designed an interactive simulator replicating device UI for step-by-step troubleshooting.
- Collaborated with OPPO teams for regional customization and integration with L2 support channels.
- Enabled backend analytics to identify common user issues and optimize support content.
- Reduced call center load by empowering users with self-help tools, improving FCR and CX.

Enterprise Knowledge Management System (KMS) — Pre-Sales Solution Design

- Designed KMS architecture for enterprise support teams, reducing first-call resolution time by 25%.

- Conducted stakeholder training and demonstrations to drive adoption across different business units.

Intelligent Chatbot for Customer Support — AI-Driven Solution
- Led the PoC and implementation strategy for an AI-powered chatbot to handle customer queries and troubleshooting.
- Provided technical documentation and demo sessions for client executives.

Sales Enablement & RFP Automation — Internal Process Optimization
- Developed a pre-sales automation tool to streamline the RFP response process, reducing turnaround time by 40%.
- Automated document management and tracking for sales proposals.

SKILLS

- **Pre-Sales & Solution Consulting**: RFP/RFI Response, PoC Development, Product Demonstrations

- **CRM & Sales Tools**: LinkedIn Sales Navigator, Zoho CRM

- **Cloud & SaaS Solutions**: AWS, Microsoft Azure, Enterprise SaaS Platforms

- **Automation & AI**: UiPath, Automation Anywhere, Chatbots

- **Sales Enablement**: Whitepapers, Case Studies, Technical Proposals

CERTIFICATIONS

- IBM Cloud Essentials (IBM)
- UiPath Process Mining (UiPath)
- AI Computer Vision (UiPath)
- PDF Automation in Studio (UiPath)
- Email Automation with Studio (UiPath)

EDUCATION

Bachelor of Technology in Computer Science
Om Sterling Global University

Senior Secondary School
Mnemonic Convent Senior Secondary School

LANGUAGE PROFICIENCY

English, Hindi