**SUNIL KUMAR SWAIN**

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**Objective:**

To be a part of professionally managed organization where my skill set aspiration, will impart optimum synergy with organization mission for mutually rewarding long term career.

# EDUCATIONAL QULIFICATION

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| EXAM/DEGREE | YEAR | INSTITUTE | UNIVERSITY/BOARD | MARK |
| BCA | 2023 | PRESIDENCY  COLLEGE,BERHAMPUR | BERHAMPUR  UNIVERSITY | 68% |
| +2 SCIENCE | 2020 | ASKA SCIENCE  COLLEGE, ASKA | CHSE | 42% |
| 10TH | 2018 | SIDHESWAR HIGH  SCHOOL,BALISIRA | BSE | 66% |

**Profile Overview:**

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* Experience in working for both Product and service based clients.
* Understanding client needs and extracting the best from the market.
* Maintains customer relationship by responding to inquiries; documenting actions.
* Trained as Sales Force End user and Good Knowledge in Sales Force.

**Technical Expertise:**

* **Languages:** C, Core JAVA, C#, Html, CSS
* **GUI Tool:** Windows 11
* **Database:** MY SQL

**Work Experience:**

**Working with Blackbuck India Private Limited with Customer Service Associate from June 2023 – Present, Bangalore, with good knowledge on CRM End User skills. Now WFH is going on.**

.**Roles and Responsibility:**

* Conduct outbound marketing calls for new leads and referrals to generate business.
* Responsible for lead generation for company’s product selling.
* Daily we are calling 70 to 80 customers.
* Collecting the Customer’s detail data on call and storing them in Sales Force software. (Ex-Customer Name, Contact Detail, Address etc.)
* Then Creating Leads in Sales Force Software.
* We are working with End user access of System.
* We are only responsible for post-sales activities like Services and Service tickets.
* Responding to customer queries.

**Personality Traits:**

* Ability to work in team as well as individual
* Good communication skills
* Leadership quality

**Personal Profile:**

**Personal details:**

* **Father** : Jagabandhu Swain
* **D.O.B** : 12.01.2003
* **Gender** : Male
* **Nationality** : India
* **Language known** : English, Hindi, Odia
* **Address** : Balisira, Balisira ,Aska,Ganjam,761115

**Hobbies:**

* Interacting new people
* Playing Cricket
* Listen to music
* Watching movies

**Declaration:** I hereby declare that all the above given information is true to the best of my knowledge.

Date;

Place; Sunil Kumar Swain