

ALOK SUMAN

ADD- Vishwapriya Layout, Begur
BANGALORE

alokray012@gmail.com

Mobile : +91 9902590537

OBJECTIVE

To obtain a challenging position in a high quality environment where my resourceful experience and academic skills will add value to organizational operations.

PROFESSIONAL EXPERIENCE

SN. INSIDE SALES SPECIALIST, 11/08/2022 TO PRESENT

Simplilearn

PROFILE SUMMARY

- New Customer Acquisitions
- Conversion of leads received through various marketing channels.
- Preparing short-term and long-term sales plan towards reaching the assigned goals.
- Consistently achieve revenue targets in line with team/organisational objectives.
- Proactively identifying cross-selling/up-selling opportunities with the existing customers.
- Identifying references through the existing customer base to increase the sales pipeline.
- Customer Relationship Management.
- Operations and Reporting.
- Managing pre-sales to post-sales support activities for the assigned products/geographies and ensuring the highest customer satisfaction.

SALES EXECUTIVE, 05/06/2021 TO 31/07/2022

UNIORBIT TECHNOLOGIES PRIVATE LIMITED

PROFILE SUMMARY:

- To consistently perform effective outbound sales calls on a daily basis in line with targets provided
- Work to achieve pre-agreed sales and growth targets
- Maintain accurate customer records and sales development activities
- Makes good commercial judgements and takes quick decisions in line with company guidelines
- Takes ownership of customer issues and takes immediate action to provide a quality service
- Proven track record of delivering exceptional sales results and increase in growth in customer accounts
- Informs and demonstrates thorough knowledge of our product specifications and services of UNI Cards.

ASSOCIATE - LABS & DIAGNOSTICS, (At PharmEasy) 08/03/2020 TO 31/05/2021

AARMAN SOLUTIONS PRIVATE LIMITED

PROFILE SUMMARY:

- To consistently perform effective Inbound and outbound calls on a daily basis in line with targets provided.
- Make Healthcare a universal right by making it quantum's cheaper and accessible.
- Helping Patients for their queries regarding procedures, techniques, precautions, do's/don'ts.
- Ensuring patient satisfaction and assisting them with their issues.
- Takes ownership of customer issues and takes immediate action to provide a quality service
- Informs and demonstrates thorough knowledge of our product specifications and services
- Pitching for different Product and services offered by pharmeasy.

BUSINESS ASSOCIATE (BYJU'S) , 15/01/2019 TO 25/02/2020

ALTRUIST TECHNOLOGIES PVT. LTD.

PROFILE SUMMARY:

- To consistently perform effective outbound sales calls on a daily basis in line with targets provided
- Work to achieve pre-agreed sales and growth targets
- Maintain accurate customer records and sales development activities
- Makes good commercial judgements and takes quick decisions in line with company guidelines
- Takes ownership of customer issues and takes immediate action to provide a quality service
- Proven track record of delivering exceptional sales results and increase in growth in customer accounts
- Informs and demonstrates thorough knowledge of our product specifications and services of BYJU's.

CUSTOMER SERVICE REPRESENTATIVE, 02/10/2017 TO 24/12/2018

MAZUNA TECHNOBRIDGE PVT. LTD.

PROFILE SUMMARY:

- Dailing large amounts of Outgoing calls(150+).
- Call client's customer(s) about late payments or accounts receivable.
- Negotiate for repayment deadlines and restructuring of loan schedule.
- Track the payment and send Reminder calls if necessary or cut off the service in some cases.
- Making Reports using Excel.
- Drafting of reports and files for accounting purposes.
- Identify and assess customer needs to achieve satisfaction
Make requested policy and account changes.
- Respond to questions and concern about service ,and escalate calls appropriately

EDUCATION

- **B.E in Civil (2017) , Bangalore**
- **HSC from D.A.V Hehal, Ranchi**

STRENGTH

- Good problem solving ability.
- Ability to work in a team.
- Maintain composure under pressure.
- Good communication skills.

SKILLS

- **Excel**

PERSONAL DETAILS

Name : Alok Suman
Father Name : Goutam Kumar Roy
Gender : Male
Language : English , Hindi

DECLARATION

I certify that the above stated information is complete and correct to the best of my knowledge.

DATE:-

PLACE-

ALOK SUMAN