



KOUSHIK



## PROFILE INFO

Result oriented Business Development Associate with **3 years** of experience who is able to easily create networks of new potential **business contacts**. Adept at effective business introductions, growing a customer base and enhancing sales efforts and specializes in **technology support**.



## PROFILE SUMMARY

- Experienced professional with a diverse background in business development, mortgage assistance services, and customer service.
- Proven ability to drive revenue generation in B2B sales by implementing strategic client acquisition strategies and cultivating industry relationships.
- Process in depth knowledge of mortgage banking regulations, underwriting procedures, and customer service best practices.
- Skilled in managing resources, analysing performance, and delivering exceptional results.
- Demonstrated organisational and time management skills with a focus on meeting order requirements and exceeding customer expectations.
- Exceptional customer service skills with focus on maintaining high satisfaction ratings and utilising internal tools to resolve customer issues promptly.
- A versatile professional with a track record of success in multiple roles



## MY SKILLS & EXPERTISE

Lead Generation



MS Office



System Knowledge



Communication



Negotiation



Marketing



## CONTACT



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The Nilgiris, Tamil Nadu



## EDUCATION



2013-2017

McGan's School of  
Architecture

Discontinued



2011-2013

Green Valley School

Higher Secondary



2010-2011

St. Home school

SSC



## LANGUAGE

• English



• Kannada



• Tamil



## ROLES SUMMARY

Business Development

Lead Sourcing

Project Management

Cold Calling

Cold Calling

## HOBBIES

Basketball

Trekking and Hiking

Travelling

Listening to music



## WORK EXPERIENCE

- Business Development Executive** **2022 - Present**  
**Integra Global Solutions**
  - Business Development in accounting firm with a focus on revenue generation in B2B sales
  - Drove strategic client acquisition strategies by identifying and cultivating relationships within the industry.
  - Worked in partnership with cross-functional teams including Marketing, Training, Accounting & Service to propose appropriate offerings that paralleled the industry needs/changes.
  - Led efforts to acquire new Strategic Clients by identifying potential clients, meeting with the decision-makers within these businesses and establishing relationships to partner with industry leaders.
- Senior Process Associate** **2021 - 2022**  
**KG Invicta**
  - Mortgage assistance service
  - Current knowledge of mortgage banking, regulations, procedures and policies.
  - Lead sourcing.
  - Underwriting mortgage application, documentation and prepare reports on client deliverables.
  - Work with BDM to manage resources to manage resources efficiently and provide monthly and weekly reports on the file delivered.
  - Responsible for any deviation in the performance of the team, analyze files and provide aid if necessary.
- Customer Support Associate** **2020 - 2021**  
**Amazon Development Centre**
  - Worked productively with customers to meet order requirements and service expectations. Proven organisation and time management skills in a multitasking environment.
  - Maintained high satisfaction ratings by utilising internal implements to solve each customer issue in a timely manner.
- Customer support Associate** **2019 - 2020**  
**24[7].ai**
  - Maintained strong computer skills, writing detail oriented write ups on all interactions with customers including requests, billing errors, refunds and orders.
  - Worked collaboratively in a team environment of more than 10 people..