

Rahul Anand

Assistant Manager



PERSONAL INFORMATION

Email
rahula8860@gmail.com

Mobile
(+91) 8287646952

Total work experience
8 Years 0 Month

KEY SKILLS

CRM Sales

Sales

Internet Sales

Business Development

SEO Marketing

Sem / Seo

E-commerce

Digital Sales

office supplies

RTO

Industrial Sales

Solar

Hardware Sales

B2B

Server

Industrial Products

Customer Retention

Selling Upselling

Online Sales

PROFILE SUMMARY

Sales professional with a rich experience of 8+ years in online and B2B sales.

EDUCATION

2017

MBA/PGDM

Sam Higginbottom University of Agriculture, Technology and Sciences, Allahabad

2013

B.Com

Delhi University - Other

WORK EXPERIENCE

Jan 2017 - Present

Assistant Manager

IndustryBuying

- Handled client & contact center operations.
- Handled IndiaMart and JD mart process.
- Handled B2B and B2C sales.
- Motivated team and optimized resource allocation.
- Generated and compiled zoho and client data reports.
- Maintained key client relationships.
- Supervised SMEs and team leaders.
- Provided technical staff training and feedback.
- Hired and managed Agents.
- Live Reporting of employees.
- Work from home Roster management.
- Interviews.
- Stakeholder Management.
- SLA Management.
- Payments from clients.
- Data Management.
- Assigning Targets to Team.

May 2022 - Dec 2022

Team Leader

IndustryBuying

Achieved CSAT and NPS targets.

- Handled B2B and B2C sales.
- Channelized manpower, handled team, floor operations and resources successfully.
- Conducted random spot checks of call handling and

GST

B2C Sales

OTHER PERSONAL DETAILS

City New Delhi

Country INDIA

LANGUAGES

- English
- Hindi

documentation, providing feedback to team members. • Maintained relationships with clients.

- Managed roster.
- Ensured quality sessions and parameters were met.
- Achieved sales targets.
- Engineered manpower management for customer service staff.
- Conducted training and provided feedback for technical staff improvements.
- Managed attrition and shrinkage.
- Data Management.
- Roster Management.
- Interviews.
- CSAT Reports.
- NPS reports.

Jan 2017 - Apr 2022

Senior Sales Associate

IndustryBuying

Handling reseller channel sales.

Handled B2B and B2C sales.

Handling online sales of all industrial products and business supplies like - stationary, cleaning products, electrical, solar and hardware products, industrial pumps,servers, power and hand tools, agricultural products.

Dec 2015 - Dec 2016

Client Acquisition Associate

Hunger Mafia

Conducted cold calling and doing conversions. • Logged daily activity reports. • Prepared and delivered Reports to Team Leader. • Converted leads into sales. • Maintained sales funnel.

May 2015 - Dec 2015

Remarketing Executive

Green Escape Eco management Pvt. Ltd.

Handling warehouse operations Procurement of IT goods
Handling channel sales Handling online marketing

Sep 2013 - May 2015

Senior Vendor Customer Care and Sales Executive

Greendust (Reverse Logistics Pvt. Ltd.)

1) Handling Sales Inquiries coming from Indiamart, Tradeindia and Justdial. 2) Handling franchise coordination. 3) Promoting sales of refurbished products through e-commerce sites - E bay, Shopclues and Snapdeal. 4) Maintaining relationship with Pan india Franchises and Vendors of Greendust.

