

RESUME



Purbasha Upadhyaya

Business Development Executive

Personal Details:

Address : P/10, SREENAGAR, GARIA STA., POST OFFICE-
PANCHASAYAR, KOLKATA-700094

Phone no : 9477637644

E-mail : purbasha2011@gmail.com

Date Of Birth : 17-MAY-1993

Gender : FEMALE

Languages Known : ENGLISH, BENGALI, HINDI

Energetic Career Counselor enthusiastic about helping students create a bright future based on personal strengths, academic ability and career goals. Goal-oriented Career Counselor offering 4 years' experience in career planning and education support.

Skills

- Career counseling
- Career development counselor
- Teambuilding
- Self-Motivated
- Teamwork and Collaboration
- Dependable and Responsible
- Active Listening
- Inside sales
- B to C Sales
- Customer handling, client Handling

WORK EXPERIENCE

Spardha School of Music (Nov 2021-6th July)

Kolkata.

Senior Sales Executive

- Counseling student as per their need and convince them to buy product from our website.
- Initiating telephonic conversations with candidates interested in programs and booking the demo class with teacher.
- After demo asking them for feedback, Building strong relationships with potential customers in the pipeline, doing the followup and booking the slot according to their preferable time and day and sent them payment details.
- Determining the persona and providing solutions based on the pain points of the potential customers
- Coordinating both pre-sales and post-sales follow-ups
- Doing B To C counseling as per their needs.
- Driving inquiries & admissions for the online learning programs offered for the Indian Market Looking after the entire sales life cycle: starting from engaging with the large volume of well-qualified leads till the final conversion i.e. enrolment in the program Counseling's experience professionals via call or email on which course will be useful to their career progression and suggest the best options.
- Developed career and education plans based on individual needs. Helped students evaluate course choices and select relevant classes. Developed program to work with students and increase interest in higher learning.

C L Educate(February2019-OCTOBER2021)

Career Counsellor

- Counseling student as per their career and convince them to buy product from our website.
- Doing B To C counseling as per their needs.
- Driving inquiries & admissions for the online learning programs offered for the Indian Market Looking after the entire sales life cycle: starting from engaging with the large volume of well-qualified leads till the final conversion i.e. enrolment in the program Counselings experience professionals via call or email on which course will be useful to their career progression and suggest the best options
- Developed career and education plans based on individual needs.
- Helped students evaluate course choices and select relevant classes.
- Developed program to work with students and increase interest in higher learning.
- Provided individualized counseling approaches based on socioeconomic status and cultural background.
- Helped determine possible vocations and build application documents.
- Boosted quality and quantity of enrolled candidates by using program to enhance regional awareness of program offerings.

Dimension Data India Pvt Ltd(Feb.2016 To August 2017)

Kolkata.

NETWORK ADMINISTRATOR IN CUSTOMER SUPPORT

- Drove operational improvements which resulted in savings and improved profit margins.
- Maintained excellent attendance record, consistently arriving to work on time.
- Used Microsoft Word and other software tools to create documents and other communications.
- Carried out day-to-day duties accurately and efficiently.
- Prepared variety of different written communications, reports and documents.
- Handled 100 calls per day to address customer inquiries and concerns.
- Monitoring all up-down links of NICL. Diagnose the actual reason of downlinks. Follow up with local teams, BSNL lineman, JTO, SDE, DE. Assist customers through direct calls and e-mails in troubleshooting hardware issues of router and ip phone. Configuring serial port serial card configuration of cisco router (2811,1841, 3845 series) , installing CISCO7940,7942,3905 IP phone and changing the IP phone configuration and solving all remedy calls. Responsible for L1 activities. Deal with local venders and clients.

Academic Qualifications:

Degree / Certificate	Institute	Board / University	Year Of Passing	%/DGPA
B.TECH (ECE)	CAMELLIA INSTITUTE OF TECHNOLOGY	WEST BENGAL UNIVERSITY OF TECHNOLOGY	2015	7.57 DGPA

12 th	GARIA HARIMATI DEVI UCHCHA BALIKA VIDHYALAYA	WEST BENGAL COUNCIL OF HIGHER SECONDARY EDUCATION	2011	70.4
10 th	GARIA HARIMATI DEVI UCHCHA BALIKA VIDHYALAYA	WEST BENGAL BOARD OF SECONDARY EDUCATION	2009	78.5

TECHNICAL SKILLS AND CRM USED

MS Office

MS Powerpoint

MS Excel

MS Outlook

Lead Squire

Freshsales

Exotel

I-Marge

Hobbies: LISTENING MUSIC AND READING STORY BOOKS, DANCING.



