

SANAM NARAYAN MISHRA

Male,
Gurugram, India
Experienced Marketing & Sales Professional

Cell: +91 7838255592 (Self) Email: sanam.mishra@outlook.com



Experience Highlights:

- Over 10 years of overall professional experience across Digital Marketing, Sales (Inside Sales & Field Sales) and Customer Service along with team management experience.
- Cross-cultural experience in Marketing, Brand Management, Campaign Management, Vendor Management, OEM/ Partner Management and Creative team for SaaS products.
- Skilled in end-to-end campaign management for the launch of new as well as existing products.
- An effective communicator with strong planning, interpersonal and people management skills.

Team Computers Pvt. Ltd. (April 2018 and continuing)

Job Role (Manager Inside Sales & Marketing) | Domestic Market:

- Leading the marketing team for the SaaS division within team computers. Report to the Head of Marketing at team computers, dot line reporting to the Director/ Business Unit Head.
- Target for new logo acquisition and expansion on existing accounts through various marketing activities.
- End to end campaign management including cold calling, email campaigns, social media campaigns, virtual and onsite events. Distributed as per awareness and demand gen activities.
- Website development and creating presentations for the sales team.
- OEM/ Partner management. Working closely with the sales & marketing team of OEM.
- Working closely with the Inside sales and Field sales team on customer engagement at various labels.

Dell International Services (November 2014 and April 2018)

Job Role (Inside Rep Level 2) | USA & Canada Market:

- Worked as a customer care representative to sale & service Dell products.
- Product selling involving end to end sales cycle individually through calls and chats
- Meeting & exceeding revenue target quarter on quarter.
- Resolving various queries related to the purchased product & after sales support, coordinating between teams till the ticket is resolved.
- Maintain healthy relationship with the accounts to nurture and grow the account.
- Work to identify and/or develop upsell opportunities.
- Team support and mentoring new team members.

EnCore Capital [Midland Credit management] (December 2013 till November 2014)

Job Role (Collection Associate) / USA region:

- Reaching out to defaulters on collection of the overdue bills (payment for overdue bills, loans, or other payments).
- Meeting the target for the quarterly collections.
- Set up repayment plans and new terms of sale.
- Negotiation on the overdue bills.
- Abiding the USA and Companies terms and policies during any collection activity.

Wipro (Aug, 2011 till Sep 2013)

Job Role (Senior Associate) / UK region:

- Handling queries for the PSTN and Broadband connection.
- Up-selling broadband and telephone packages.
- Retention of the existing customers.
- Promoting the brand.
- Meeting up-selling target.

IndiaCan [KTT Group] (September 2010 to August 2011)

Job Role (Business Development Executive) / Regional Center:

- Lead generation through various promotional activities.
- Worked for Pearson & EduComp on their innovative online coaching classes for various technical certifications like CCNA, Comptia+, Networking Subjects.
- Follow-up on the generated leads.
- Brand marketing.
- Lead conversion.

My Education Summary

Post Graduate: **PGDBM – Hybrid** from: Prin. L. N. Welingkar Institute of Management Development & Research in **Sales & Marketing**

Graduate: Computer Science Engineering in 2010 with **CGPA 7.01 out of 10**

Completed 10 TH+ 2 in April 2006 with **70.00% marks**

Completed 12 TH in May 2004 with **82.00% marks**

Languages Known

ENGLISH, HINDI, ORIYA Read, Write and Speak

Extra-Curricular Activities

I worked as a Network Marketer during my graduation for 3 years, which enhanced managerial skills, as I had more than 250 people under me in various hierarchies of the organization.

- Door to door brand promotion and lead conversion.
- Team work and team handling.
- Guiding and training as well as getting trained with the real time situations of selling and brand promotion.
- Growing the network effectively.
- Generating success individually as well as for the team.

Declaration

The above information is true to the best of my knowledge.

Sanam Narayan Mishra

Location: Gurugram,
Haryana, India