

SALES SUPERVISOR

CAREER OBJECTIVE

To grow along with the organization and become a professional of excellent repute by effectively contributing towards the goal of organization.

PROFESSIONAL QUALIFICATION

- Operating Systems – Windows, Linux
- Office Tools - Microsoft office (Word, Excel, PowerPoint, Access)

CONTACT

[REDACTED]

[REDACTED]

[REDACTED] US

[linkedin.com/resumekraft](https://www.linkedin.com/resumekraft)

ADDITIONAL QUALITIES

- Think of out of the box solutions.
- Able to work unsupervised and learns fast with creativity.
- [REDACTED] friendly, independent and levelheaded person who likes to make friends.
- Involved in personality development and updating knowledge based through [REDACTED] listening and observation.
- Listening to music and sports are favourite leisure activities.

Bachelor's Degree

[REDACTED] University

EXPERIENCE

Team Lead

PAYTM (One97 communications)

Sep 2019 - Present

- Sales of EDC/POS & QR
- Leading a team of 8-10 members, monitoring the teams activities & Performance
- Meeting and exceeding the targets set by the management
- Handling customer escalations and complaints.
- Introducing e-wallet services
- Convincing the importance of digital payments to the clients
- Selling different offerings of digital payments to the clients

Relationship Manager

Mswipe Technologies Pvt Ltd.

Oct 2017 - Sep 2019

- Supervised the customer experience team of entire [REDACTED]
- Revenue enhancement by selling EDC/POS machines and QR
- Supervised a team of 8-10 members, monitoring the teams activities and performance.
- Meeting and exceeding the targets set by the management
- Create and support client retention strategies for existing customer base and for new customers.

Team Leader - Service

Univercell Mobiles. Apr 2014 - Sep 2017

- Supervised customer service team - [REDACTED]
- Maintain good relationship with the brand service centers and delivery of serviced handsets on time.
- Complaint Management & CSA

[REDACTED] coordinator-Off role

Tata Teleservices Ltd Aug 2011 - Mar 2014

- Closing Circle Mobility Nontechnical related complaints.
- Escalating the issues to the concern technical and nontechnical team ensuring the fast resolution for delighting the customer satisfaction.
- Doing Live Call Auditing of the CC team.
- Giving process education to TVH/TVS team