

Linkon Juwel Tripura

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Work Experience

Business Development Representative (BDR)

Teleperformance (supporting Google) – Toronto

January 2023 – June 2024

- Drove product/service sales and upsells through inbound and outbound strategies.
- Demonstrated expertise in selling and providing consultation on various Google Cloud Solutions, driving revenue growth and exceeding sales quotas.
- Successfully executed daily outbound calls and emails, established rapport with decision-makers, assessed needs, and transitioned qualified leads to Account Executives.
- Effectively articulated the value proposition of Google products/solutions to businesses across diverse verticals and sizes, addressing client needs, generating interest, and driving customer acquisition.
- Led outbound prospecting campaigns to identify, engage, and convert prospective customers interested in evaluating Google Cloud products.
- Spearheaded the development and execution of outbound campaigns, from idea generation and initial pitch to pipeline qualification and successful deal closure.
- Collaborated with cross-functional teams on projects aimed at refining the sales process and improving overall sales performance.
- Developed and documented best practices and sales workflows for engaging prospects, contributing to increased efficiency and effectiveness.
- Consistently achieved or exceeded monthly sales quotas, delivering exceptional results and driving revenue growth (120% achieved in the last quarter).
- Proactively engaged existing customers to introduce new products or expand their utilization of current products.
- Resolved minor technical setup issues or promptly escalated them to the relevant teams, ensuring seamless customer experience and satisfaction.

Sales Representative

August 2022 – January 2023

Connect6 Group - Toronto

- Reached out to Telus customer leads through cold calling and emailing.
- Converted leads into qualified opportunities.
- Sold and promoted Telus home security, online security, and telephone packages to existing and potential clients.
- Performed needs analyses and cost-benefit analyses to identify suitable solutions for clients.
- Understood customer needs and offered tailored professional solutions.
- Established, developed, and maintained positive business relationships with clients.
- Coordinated sales efforts with team members and other departments to ensure a seamless customer experience.
- Effectively addressed and overcame objections while developing sales plans to achieve and exceed sales quotas.
- Reported the middle management on sales objectives, activities, and review and analysis of prospects

Machine Operator

June 2021 – August 2021

Corner-Edge Products Ltd-Toronto

- Operated and maintained machinery to ensure optimal performance and productivity.
- Conducted quality control checks to identify and remove defective units, ensuring product standards were met.
- Collaborated with the assembly line team to streamline production processes and maintain efficient workflow.
- Demonstrated adaptability by assisting with order processing, packaging, and shipping when required.

Customer Representative

May 2020 – May 2021

Pizza Pizza Ltd, Toronto

- Efficiently managed cash register operations and maintained accurate daily inventory reports.
- Provided excellent customer service by addressing inquiries, resolving complaints, and offering personalized recommendations.
- Demonstrated strong communication and interpersonal skills to ensure a positive customer experience.

Trainee Executive (Accounts and Finance)

February 2018–September 2018

Kalyar Packaging Limited - Gulshan, Dhaka

- Processed monthly bills and managed invoices, providing accurate bookkeeping and delivering financial reports on timely deadline
- Draw up monthly sales reports and keep a record in Tally Erp
- Maintained accounting ledgers by verifying and posting account transactions
- Organized checks and deposits
- Assisted with accounts payable, month-end closing procedure and finance-related activities

Internship

September 2017- December 2017

Sonali Bank Limited, Bangladesh

- Provided General Information to the clients
- Assisted with opening accounts
- Spreading Data on Excel and PowerPoint slides

Professional Skills

***Sales & Business Development:** Prospecting, lead qualification, needs analysis, solution selling, overcoming objections, closing deals, upselling, cross-selling. ***Communication & Interpersonal:** Active listening, building rapport, persuasive communication, clear and concise verbal/written communication, presentation skills. ***Customer Service:** Client relationship management, problem-solving, issue resolution, conflict management. ***Technical Proficiencies:** CRM Software: Salesforce, Salesloft, Telus CRM *Accounting Software: QuickBooks, Sage 50, Sage 300, Tally ERP ***Productivity:** Microsoft Office Suite (Word, Excel)

Education**Accounting (Diploma)**

January 2020 – May 2021

Seneca College

Relevant Coursework: Managerial Accounting, Taxation, Intermediate Accounting CGPA: **3.70/4.00****BBA in Finance and Accounting**

January 2014 – December 2017

University of Information Technology and Sciences

Relevant Coursework: Cost Accounting, Insurance and Banking, Corporate finance, Financial Accounting, Management Accounting, Investment Management. CGPA: **3.86/4.00**