



# Komal Tiwari

Manager(Sales & Training)

## Details

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India

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## Skills

### Problem Solving



### Creativity



### Adaptability



### Decision Making



### Customer Service



### Time Management



### Communication



### Out-of-the-Box Thinking



### Process Training



### Leadership



### People Management



### Negotiation Skills



### Dedicated Team Support



## Profile

Goal-driven Business Development Training Manager with more than 2 years of experience in Direct Sales (B2C) and Learning & Development. Developing High octane teams filled with passion & dedication of producing most consistent numbers each quarter.

Skilled in developing state of the art training Programs whilst identifying training needs for each new group and delivering engaging training sessions that directly leads to greater Product Knowledge, higher customer satisfaction & most importantly better sales technique to produce high yielding numbers.

Excellent Leadership abilities with a USP in Coaching, motivating & empowering individuals to maximize their potential & contribute to Organizational Success.

Strong Communication & Interpersonal Soft Skills multiplied with Exceptional Analytical & Out-of-the-Box thinking skills which is the foundation of effective collaboration across Departments & strong Client Relationships.

## Employment History

### Business Development Training Manager, Byju's Examprep (Formerly Gradeup)

Apr 2021 – Present   📍 Noida

Started BDTM (OJT) Vertical with the intention of getting new Hires ready for the sales floor by developing Training Programs rather than getting them to absorb the content on their own.

#### 1. Direct Sales:

- Managed a team of multiple Individuals, Trained the New Joiners in Physical Counseling, running Multiple Batches of the training across Organization.

#### 2. Inside Sales:

- Managed a team of multiple Individuals, trained the New Joiners on Call Counseling, running multiple batches of the training across Organization.
- Drive the associate to manage their targets by enhancing engagement with clients to upgrade and cross-sell new products and increase retention.
- Conduct Regular audits in Lead Squared (LS) to ensure proper utilization by team members.
- Review routine reports of the BDTMs & Associate Trainees' current performance, inputs, and weekly & bi-weekly punched revenue.
- Aligning teams with the process i.e. LSQ hygiene and input parameters.
- Personally trained multiple teams in my tenure here with a revenue towering up to multi-millions.
- Worked long Hours Tirelessly with mentors & associates, Weekends included if the business required.

Presentation



Ability to Multitask



Self-motivation



## Hobbies

Binging Favorite TV Shows

Dancing

Cooking

Travelling

## Languages

English



Hindi



## Counselor, FrontRow

May 2020 – Apr 2021

- Cold reach out to leads and convert them into sales.
- Segment the prospects and generate demand for the product.
- Collect feedback to ensure customer satisfaction after the trial period and proceed with deal closures in order to reach the monthly targets.
- Generated revenue of 3 Million Plus in my tenure here.
- Responsibilities included, leading B2C sales from maturing leads to closing deals. Measured on a number of meetings set up with clients on a weekly basis as well as conversion rates on top of overall sales number.

## Projects

### 1. Refresher

Conducted Training in Sales Skills, Understanding the target Market, Setting Goals, Mastering the sales process, active listening, effective Communication, Handling Objections, Time Management, Follow-up and Team Collaboration to succeed in sales.

### 2. Designed Comprehensive Sales Training Module for New Joiners

The Design sales training module of Byju's Exam Prep aims to equip New Joiners with necessary Knowledge, Skills and Confidence to excel in sales.

This consists of 1 Month Planner of Training Plan containing CRT i.e. **Classroom Training** & OJT i.e. **On-Job Training** & a comprehensive guide on Company Overview, Product Knowledge, Target Market, Sales Fundamentals, Communication & Final Assessment

### 3. Induction for overall Noida Trainee

Conducted Induction Courses for all the Trainees that are working or will work in the Noida Region.

### 4. Classroom Training Program

Trained a Team of 120 trainees in CRT which equips them with the Knowledge Skills & Techniques necessary for success in their roles.

Sales Fundamentals, Product Knowledge, Customer Persona Analysis, Communication, Negotiation, ethics, Role-playing, Rejection Handling, Continuous Learning & Team Collaboration are some of the many skills on which they are trained.

### 5. On-Job Training Program

Started OJT Vertical in Sales which consists of Training the BDTS to generate revenue for the Organization by providing them the extended support with one-on-one Feedback Sessions.

The program starts with an Orientation, followed by shadowing, sales training, workshops, Role-Playing & lastly the assessment. It helps trainees gain real-world experience, learn from Professionals and develop skills for success in their sales roles.

### 6. ATP Program

Conducted Physical Regional Training and trained 200+ employees for their first two weeks in the Organization where I taught them about Call Pitch, Product Pitch & Closing Techniques.

### 7. TNA (Training Need Analysis)

Regularly auditing trainees on the sales floor to identify Call Pitch Gaps & train them identifying their needs in the process.

Training Need Analysis in sales identifies Skills, Knowledge and competencies needed for effective performance by designing & implementing targeted training Programs with basic goal being to bridge the performance gaps by sales team.

## Education

**Babu Banarasi Das Northern India Institute of Technology, B. Pharma**

📍 Lucknow

- Graduated with Distinction, 76% Overall Score.
- Participated in Various Extra-Curricular Activities & personally won multiple times especially in Personality & Leadership events.

## Declaration

I hereby declare that the details & information given above are complete & true to the best of my knowledge.