

## SUMMARY

A highly motivated and results-driven professional with almost 3 years of experience in sales associate roles. Proven ability to increase sales and grow revenue through effective lead generation, relationship management, and product demonstration. Strong communication and interpersonal skills with a track record of successfully building and maintaining relationships with customers, prospects, and team members.

## SKILLS

Pre-sales support	● ● ● ● ●	Multi-tasking strength	● ● ● ● ●
Cold Calling	● ● ● ● ●	Relationship building	● ● ● ● ●
Goals and performance	● ● ● ● ●	Problem-solving skills	● ● ● ● ●
Lead Generation	● ● ● ● ●	Client Service	● ● ● ● ●
Business development and planning	● ● ● ● ●	Product and service sales	● ● ● ● ●

## EXPERIENCE

### Pre Sales Associates

#### Byjus Think and Learn Pvt Ltd *Dec 2021 - Present*

- Carried out day-to-day duties accurately and efficiently.
- Maintained energy and enthusiasm in fast-paced environment.
- Offered friendly and efficient service to customers, handled challenging situations with ease.
- Learned new skills and applied to daily tasks to improve efficiency and productivity.
- Created spreadsheets using Microsoft Excel for daily, weekly and monthly reporting.
- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record.
- Collaborated with team members to achieve target results.
- Worked with customers to understand needs and provide excellent service.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.

### Senior Sales Associate

#### TELEPERFORMANCE ( AXIS BANK ) *Aug 2021 - Dec 2021*

- Met or exceeded sales objectives on consistent basis to drive company growth.
- Reported sales data to upper management for review.
- Generated sales leads and cold called potential customers.
- Achieved and exceeded sales goals through dedication to identifying and pursuing new opportunities.
- Provided exceptional customer service to foster client loyalty and satisfaction.
- Kept detailed track of sales and customer information in company system.
- Worked closely with other departments to understand full scope of available

offerings and provide top-notch salesmanship to customers.

### Sales Executive

**I-process Services India Pvt Ltd ( ICICI BANK LTD) Nov 2019 - Apr 2021**

- Increased revenue by implementing effective sales strategies in sales cycle process from prospecting leads through close.
- Analyzed past sales data and team performance to develop realistic sales goals.
- Enhanced success of advertising strategies by boosting engagement through social media and other digital marketing approaches.
- Exceeded sales goals by implementing aggressive sales programs, overhauling processes and facilitating market development.
- Utilized internal lead referral tools to solicit new business opportunities and contacts.
- Executed local, regional and national marketing and branding initiatives to drive sales within existing and prospective accounts.
- Achieved sales goals and service targets by cultivating and securing new customer relationships.

### Graduate Engineer Trainee

**Sonapur Mineralsand Olis Pvt Limited ( NEPAL ) Jul 2017 - Dec 2017**

- Prepared standard reports and documentation to communicate results to senior management.
- Monitored projects to determine areas and processes needing improvement.
- Analyzed and planned workflow, equipment placement and space requirements to improve manufacturing efficiency.
- Adhered to timelines to meet quality assurance targets.
- Assisted with coordination of new equipment installation and implementation.
- Provided repairs to avoid long maintenance wait times.
- Worked closely with engineers on projects.

## EDUCATION

### Bachlore Of Engineering

**Gujarat Technological University Jul 2013 - Jul 2017**

GPA: 7.890

Percentage : 75 %

### HSC

**St. Xavier`s High School Hansol Ahmedabad Jul 2012 - Jul 2013**

Percentage : 60 %

### SSC

**Rotary English Medium School Godhra Jul 2010 - Jul 2011**

Percentage : 76 %

## LANGUAGES

English



Gujarati



Hindi

