Prashanth Velagam

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Summary

Sales Professional with 7 years of experience in sales and customer support. A dedicated and highly organized professional with a strong work ethic, I bring energy and a promise of excellence to my roles. I thrive in challenging environments, eager to work both independently and collaboratively within a team to learn new skills and leverage my expertise. As an effective team player, I possess strong interpersonal, analytical, and relationship management skills, ensuring optimal performance and client satisfaction. My proven ability to drive sales and exceed targets, combined with my dedication to providing outstanding customer service, makes me a valuable asset to any sales team.

Professional Experience

ADP India Pvt Ltd, Hyderabad, India.

Oct 2022 - August 2023

Role: Senior Process Associate (Sales Supervisor)

Responsibilities

- Consistently met and exceeded monthly sales targets through strategic planning and exceptional customer service.
- Identified and implemented process enhancements in retail sales operations, resulting in increased efficiency and productivity.
- Led a team of sales associates, providing training and support to improve their sales techniques and customer service skills.
- Created and maintained detailed process documentation to ensure consistency and accuracy in sales operations.
- Provided comprehensive sales support, handling customer inquiries and resolving issues to ensure smooth sales transactions.

Amazon Development centre, Hyderabad, India.

Role: SDS Associate (M) CAP.

Jan 2018 – August 2022

Responsibilities

- Provided exceptional customer service by responding to inquiries and resolving issues through all mediums.
- Successfully promoted additional products or services to customers, resulting in increased sales revenue.
- Consistently met or exceeded sales targets and metrics related to customer interactions.
- Trained and mentored team members on effective sales techniques and product knowledge to improve overall sales performance.
- Assisted customers with order placements, refunds, returns, and product information.

- · Troubleshoot and resolved customer issues with a high level of accuracy and customer satisfaction.
- Adhered to company policies and procedures to ensure compliance and quality service delivery.

HSBC Bank IND PVT LTD, Hyderabad, India.

Role: Customer Service Associate

Jan 2015 - July 2017

Responsibilities

- Greet customers, assess their needs, and provide personalized advice and solutions based on their financial goals.
- Meet or exceed sales targets by effectively promoting and selling banking products and services to both new and existing customers.
- · Provide exceptional customer service throughout the sales process, ensuring prompt and accurate handling of customer inquiries, requests, and complaints.
- Guided clients through the mortgage application process, ensuring all necessary documentation was completed accurately and submitted on time.
- Maintain accurate records of sales transactions, customer interactions, and daily activities using bank systems and software.

Education

Project management and IT at Canadore College, North bay Sep 2023 – April 2024

Licenses & Certifications

Change Management for Project management – LinkedIn -2024