



# Sarita Kumari

## Inside Sales Specialist

### My Contact

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📍 Bangalore

### Hard Skill

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- Cold Calling
- Software Sales
- Lead Generation
- Willingness to learn
- Business Development
- B2B & B2C Sales
- Leadership Skills
- Enterprise Software Sales
- Excellent presentation skill
- Enterprise Technology Sales
- Problem solving and analytical skills
- Ability to work with a wide variety of people
- Ability to perform well under pressure
- Good communication and stress handling skills.
- Ability to work independently in ambiguous situations

### Awards & Achievements

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- Obtained the “Best CRM” Certificate at TGS In 2016.
- Obtained the “Appreciation” Certificate at Nhance Now In 2020.

### About Me

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Accomplished sales representative with a passion for high-quality customer service. More than seven years of experience in the sales environment with a proven track record for increasing profits, exceeding quotas and managing large customer accounts.

### Professional Experience

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Nhance Now | Associate Inside Sales  
*Jan 2020 – May 2023*

Key responsibilities:

- Handling India, Middle East & Africa regions.
- At Nhance Now I help in delivering AI Bots, strategy, operations, and technology to wow customers with each and every interaction.
- Generating leads and converting it to appointments.
- Strong comfort level managing and negotiating contracts, royalty reporting, quotes, discounts, etc
- Developing and implementing industry-specific sales plans & strategies to target enterprise and mid-market clients.
- Report directly to Business Head, provide leadership, development and execution support to the Sales team to surpass revenue targets.
- Actively prospect and generate a viable pipeline of opportunities through multiple channels.
- Collaborate with clients to successfully negotiate contracts in a win-win situation.
- Build strong relationships with clients so that they can propagate their success with other prospects.
- Making presentations or pitches outlining the benefits of product/ services.
- Conducting live demonstrations where needed.
- Customer onboarding, A/C Setup & HandOff Training
- Keeping the customer updated about product modifications and new features.
- Working in cooperation with the CSM team to provide top-quality customer service.
- Actively participating in sales training meetings.
- Executing daily, weekly, or monthly tasks assigned by the Manager.
- Maintaining day to day tasks in Freshsales CRM.

## Education Background

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- JAIN University Bangalore

MCA

Completed in 2015

62%

- Kolhan University

BCA

Completed in 2012

74%

- JAC

12th

Completed in 2009

55%

- JAC

10th

Completed in 2007

62%

## Hobbies &Interests

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- Surfing Internet.
- Cooking

Informatics India Ltd. | Inside Sales Executive  
*June 2017 – Oct 2019*

Key responsibilities:

- Doing cold calls to New & Lapsed Client to pull the maximum number of potential outputs.
- E-mailing & skype chatting used for domestics & International Client.
- Working on ERP tools to fetch the Client details & updating.
- Understand the need & budget of Client & delivering the status accordingly.
- Maintaining day to day tasks in Salesforce CRM.

Marconix Sales & Marketing | Business Development Executive

*July 2016 – April 2017*

Key responsibilities:

- Doing cold calling, E-mailing & Skype for lead generation
- Source new sales opportunities through inbound lead follow-up and outbound cold calls and emails
- Understand customer needs and requirements.
- Close sales and achieve quarterly quotas

TGS Constructions | Customer Relationship Manager  
*May 2015 – March 2016*

Key responsibilities:

- To generate and maintain the relationship between customer and company.
- Meeting with other manager and my sales team to discuss possible improvements to customer service.
- Providing help and advice to customers using Organization's products and services.
- To solve the customer queries and doubts.
- Direct marketing.
- Communicating courteously with customers by telephone, E-mails, and face – to– face.