

SHIVARANJAN I.S.V

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No. 2/5, G3,

Elumalai Salai,

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Chennai-6000129

Profile Summary

- ✓ Sales Trainer with 6+ years of experience in sales training, service and KYC verification across Banking and Real-estate industry.
- ✓ Working with Sales team and customer support team to understand training needs
- ✓ Training new joiners and ensure that they perform in their role within a month time
- ✓ Auditing sales team calls and providing feedback on the improvement areas
- ✓ Excellent interpersonal and organizational skills
- ✓ Excellent Presentation Skills
- ✓ Good written and oral communication skills
- ✓ Ability to handle multiple tasks and work under pressure
- ✓ Flexible and versatile to adapt to any new environment and work on any project/industry

Professional Experience:

NoBroker Solution Pvt. Limited

Sales Trainer

May 2021 to Till Date

- ✓ Taking care of all new joiners and ensure that they start performing in their roles within a month time. This is achieved by training them on functional skills, selling skills , giving them knowledge about Real estate industry.
- ✓ Constantly work with sales team and customer support team to understand their training needs
- ✓ Conduct Refresher training for sales team
- ✓ Conduct updates training for sales team
- ✓ Auditing sales team calls and providing feedback on improvement areas on regular basis.
- ✓ Preparing report on performance of new joiners till 2 months from date of joining.

Sulekha New Media Pvt. Limited

Executive-User Operation

December 2017 to November 2018

- ✓ Took responsibility of handling queries of the user's property (Plot, Apartment and Individual house) also KYC verification
- ✓ Involved in preparation of weekly, monthly and quarterly reports

GE Capital – SBI Cards

Executive-Sales & Service

June 2015 to November 2017

- ✓ Handling PAN India Sales calls regarding Processing of Loan and EMI for SBI cards
- ✓ Handling PAN India Service calls of statement clarification, outstanding queries, reward redemption, Fraud transactions and retention of cards.
- ✓ Introduced smart work process in Sales and Call contest.
- ✓ Maintained Quality of call throughout the work period.
- ✓ Completing target within time period and handled high volume of calls.
- ✓ Involved in Team management for whole sales team Chennai branch

Neevamo Enterprise solutions Pvt limited

**Associate-US Healthcare Process
January 2014 to December 2014**

- ✓ Training in handling outbound calls for getting patient information over IVR.
- ✓ Handled outbound call of Prescription, Medicine distribution, control of usage of high dose medicines for US clients.

Academic Qualification:

- ✓ B.E (E&I) from Annamalai University, 2008 – 2012

Certification:

- ✓ PG Diploma VLSI Design

Personal Details:

Date of Birth	: 29/07/1991
Gender	: Female
Father's Name	: Sunderavadivelu. E
Husband's Name	: Vivek. S
Nationality	: Indian
Languages known	: Tamil, English
Hobbies	: Cooking, Dancing
Personal Traits	: Honesty, Sincerity, Punctuality

Declaration:

I hereby declare that the information furnished above is true to the best of my knowledge.

Place: Chennai

Date:

(SHIVARANJANI.S.V)