

Deepika Thallapalli

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- Successful sales professional successful expanding territories with tenacious and focused mentality. Skilled negotiator and complex problem-solver with solid record of success.
- Proficient in Salesforce CRM. Motivated Order Management Representative processes and tracks customer orders in fast-paced environment with demonstrated commitment to customer service excellence.
- Multitasks, prioritizes and problem solves while creating and maintaining well-organized workflow.
- Strong SAP SD (Sales Order Processing) knowledge and proficiency to navigate multiple systems.
- Excellent multitasker with dedication to increasing company sales and maintaining accuracy through long hours of meticulous work.
- Client-focused with training in Order Management. Customer-focused on managing sales order.
- Trained in SAP ERP and Sales Force CRM use with knowledge of data verification techniques and salesmanship strategies.
- Skilled at maintaining long-term relationships with clients and increasing profits.

Roles and responsibilities

1. Hr recruiter-6months (Iolih man power services)

- Partnering with hiring managers to determine staffing needs
- Designing and updating job descriptions
- Sourcing potential candidates from various online channels
- Screening resumes and performing interviews with candidates
- Administering appropriate company assessments
- Crafting recruiting emails to attract passive candidates
- Developing and executing new recruitment strategies
- Hiring and retaining the most suitable employees for the organization

2. Just dial - inside sales (TME) 6months

- Follow-up inbound leads or cold-calling outbound clients
- Route inbound calls to the appropriate sales executive to assist in closing leads
- Listen and interview clients to identify their needs and suggest appropriate products to them
- Answer customer inquiry and demonstrate examples to customers to generate interest
- Welcome and greet customers and visitors to the organization

3.KNOAH solutions - chat support 6 months

- Sharing knowledge on same with fellow employees for them to understand the client requirements and providing what they are expecting from us
 - Handling escalations cases which involve safety and legal claims.
 - Conducting technical, **customer** support and quality sessions for the team.
 - Dealing with Google designed Smart home devices.
 - Provided end to end resolutions for customer contacting regarding Google Nest devices.

4.IT America - payroll executive 10months

- evelop systems to process **payroll** account transactions (e.g. salaries, benefits, garnishments, deductions, taxes and third party payments)
Coordinate timekeeping and payroll systems
Oversee processing of payroll changes (e.g. new hires, terminations, raises) and system upgrades
Ensure compliance with relevant laws and internal policies

Education

2014-06 - 2016-03	Master of Pharmacy <i>Hyderabad University - Hyderabad</i>
2009-04 - 2013-07	Bachelor of Pharmacy <i>NETHAJI INSTITUTE oF PHARMACEUTICAL AND SCIENCE - WARANGAL</i>
2007-07 - 2009-03	Board of Intermediate <i>TRIVENI MAHILA JUNIOR COLLEGE - Warangal</i>

Skills

Well versed with WINDOWS	<div><div></div></div> Very Good
Working on Excel	<div><div></div></div> Very Good
Working with WORD	<div><div></div></div> Very Good

Soft Skills

- Analytical Skills
- Inquisitive & Leadership
- Creativity & Innovative
- Networking & Adaptability