Shreya Sharma

Senior Demand Generation Executive

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Pune

Sep 24, 1997

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⋈ SUMMARY

2+ years of experience in B2C, the customer service industry with different areas of customer service: phone support, mail support, live chat. I believe your team can benefit from my experience, and I decided to apply with you.

12 months experience in B2B as developing and implementing strategies to generate leads and revenue for the company.

Ability to effectively develop, manage and control relationships between the company and its target audience furthermore Intend to build a career with leading company with committed people. I am willing to work as a key player in challenging and creative environment.

♣% EDUCATION

2018 B.com

Kanpur CSJM University

2015 Intermediate

Kanpur Public Inter College

2013 High School

Kanpur Public Inter College

PROFESSIONAL EXPERIENCE

Oct 2022 - Sept 2023 Pune, Maharashtra

Senior Demand Generation Executive

XDBS Worldwide

- Developed sales lead through cold calling, marketing lists, and internet leads.
- Working in CRM made initial contacts with decision-makers, and collected qualifying information.
- The daily target of 2 leads and information gathering to determine the best possible prospect for products and services.
- Maintained friendly and professional customer interactions.
- · Create, maintain, and enter information into databases.

Oct 2019 - Aug 2022 Pune, Maharashtra

Senior Customer Support Officer

Mphasis

- Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Resolving customer complaints and providing appropriate solutions and alternatives within the time limits brought to our attention.
- Handled 3 chats at a time appropriately and quickly resolving in one-call resolutions.

(4) LANGUAGES

English Hindi • • • • •

Active listening

Proficiency in marketing automation and CRM software

Knowledge of sales techniques and strategies

Contact Discovery



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Strong problem-solving and decision-making skills

Strong analytical skills, with experience analyzing data and making data-driven decisions.

Flexibility and adaptability to change



♂ INTERESTS

Community Involvement

Always ready to take steps that will be taken to encourage involvement.

Travel

Curious to learn new things, experience new cultures, and meet new people and not afraid to step out of my comfort zone.

Music (Ukulele)

To improve memory and focus.

Dance

Dancing is more than just a fun pastime.