

Nandita N, Sales Support Associate
Cochin | 9847594506 | nandita.n612@gmail.com

Results-Driven Professional with a proven track record of optimizing processes, enhancing customer experiences, and fostering a positive workplace culture. Skilled in client relationship management, administrative efficiency, and talent acquisition. Committed to delivering outstanding support, driving revenue growth, and ensuring organizational and personal success.

WORK EXPERIENCE

Information technology consultants – Ernakulam, Cochin it is now changed to Originet Technologies Sales support Analyst Mar 2014 - Jan 2020

- Generated promising leads for the outside sales team to pursue.
- Researched, tracked, maintained and updated leads.
- Conducted direct email marketing to key clients and prospects.
- Researched and maintained a lead generation database.
- Generated lead generation for the company mainly US Day care canterers.
- Prepared presentations for the sales team.
- Provided accurate and timely information to management using MS Excel and Word documents.

XM Software solutions - Ernakulam, (sister concern of UAE Exchange) Customer support executive Dec 2011 -Jan 2013

- Handled inbound and outbound calls.
- Responded to all customer inquiries in a timely manner.
- Conducted business development calls and daily follow-up calls.
- Assisted customers in registration and navigation through the website.
- Handled escalated and upset calls, negotiated and retained customers.
- Maintained friendly and professional customer interactions.
- Uploaded customer documents into the website.

Kerala travel mart. – Ernakulam, Senior executive June 2011 - Nov 2011

- Greeted clients and set a positive office atmosphere.
- Organized and maintained files and records.
- Created and maintained updated documents and spreadsheets.
- Prepared outgoing mail items such as envelopes or packages.
- Overseen the sorting and distribution of incoming mail.
- Recorded meeting minutes and dictations.

EDUCATION

COCHIN UNIVERSITY OF SCIENCE AND TECHNOLOGY Ernakulam MBA in Travel and Tourism Graduation Date: Mar 2011

SKILLS

Lead Generation, business development, Software Sales, human resource, Ms excel