

# RUPALI BAGH

## TEAM LEADER

Dedicated Team Leader with expertise in quality assurance initiatives, issue resolution and interpersonal communication. Proficient with project management, personnel training and production scheduling. Sets example for work ethic, punctuality and quality. Motivational Team Leader skilled in designing and following production schedules. Offers proven history of maximizing team productivity to meet targets. Dedicated to employee safety and proactive assignment, schedule and personnel management.

## Contact

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Mumbai

## Education

2018  
MUMBAI UNIVERSITY  
BACHELOR IN COMMERCE

## Expertise

- Staff Training
- Work Planning and Prioritization
- Evaluating Employee Work
- Mentoring
- Shift Scheduling
- Client Support
- Onboarding and Orientation
- Documentation and Reporting
- Coaching
- Overseeing Daily Activities
- Goal Setting
- Performance Evaluations
- Flexible Schedule
- Quality Improvement
- Verbal and Written Communication
- Performance Improvement plans
- Leadership
- Sales Expertise
- Complaint Resolution
- Problem-Solving
- SOP Adherence
- Team Check-Ins
- Issue Resolution
- Team Supervision
- Giving Constructive Feedback
- Leading Team Meetings
- Team Building
- People Management
- Overtime Management
- Work Planning
- Technical Support
- Client Service

## Experience

2021 - Currently Working

Toothsi

Team Leader

- Create an inspiring team environment with an open communication culture
- Set clear team goals
- Delegate tasks and set deadlines
- Oversee day-to-day operation
- Monitor team performance and report on metrics
- Motivate team members
- Discover training needs and provide coaching
- Listen to team members' feedback and resolve any issues or conflicts
- Recognize high performance and reward accomplishments
- Encourage creativity and risk-taking
- Suggest and organize team building activities
- Reviewed completed work to verify consistency, quality and conformance.
- Interviewed and selected potential new team members from list of candidates recommended by recruitment team.
- Helped mitigate and resolve data issues by analyzing situation and implementing appropriate solutions.
- Created and distributed monthly, quarterly and annual reports to management regarding performance.
- Maintained positive working relationship with fellow staff and management.
- Implemented strategies to take advantage of new opportunities.
- Evaluated needs of departments and delegated tasks to optimize overall production.
- Monitored operations and reviewed records and metrics to understand company performance.

2019 -2021

Toothsi

Senior Smile consultant

- Setting sales goals and developing sales strategies.
- Researching prospects and generating leads.
- Contacting potential and existing customers on the phone, by email, and in person.
- Handling customer questions, inquiries, and complaints.
- Preparing and sending quotes and proposals.
- Managing the sales process through specific software programs.
- Building and maintaining a CRM database.
- Meeting daily, weekly, and monthly sales targets.
- Participating in sales team meetings.

2016 - 2019

## Anjali Mukerjee Health Total

### Senior Sales Executive

- Expanded new business with implementation of effective networking and sales strategies.
- Presented products and features to customers, responded to concerns and redirected objections.
- Negotiated contract terms, conditions and pricing for sales.
- Developed new business opportunities and partnerships.
- Identified and solved complex strategy problems that impacted sales management and business direction.
- Improved profitability and developed pipeline by leveraging multiple marketing channels and sales strategies.
- Networked with potential customers, made cold and warm calls and set up appointments and showcase offerings.
- Nurtured customer relationships to elevate customer experiences and facilitate sales.
- Engaged with prospective clients to grow pipeline and schedule sales presentations.
- Grew brand awareness by increasing market penetration with customer-focused approaches.
- Researched prospective businesses' market position, potential opportunities and needs to build impactful proposals.
- Initiated relations to drive brand management initiatives with high-profile clients.
- Managed customer digital marketing strategies to meet quarterly client sales goals.
- Fielded customer questions and addressed concerns while emphasizing value of Service to encourage buyer confidence and drive sales.
- Delivered corporate training to all new representatives on lead generation, motivational tools, best practices and protocols.

May 2015 - Dec 2015

Tele Access

### Sales Executive

- Used cold calling and networking to sell products and services.
- Sourced new sales opportunities through inbound lead follow-up.
- Contacted current and potential clients to promote products and services.
- Negotiated terms of sales agreements and developed contracts to successfully close sales.
- Conducted market research to identify selling possibilities and evaluate customer needs.
- Identified product or service improvements by remaining current on industry trends, market activities and competitors.
- Prepared presentations, proposals and sales contracts for existing and potential accounts.
- Generated leads and solicited new opportunities by leveraging business intelligence and third-party data sources.
- Communicated regularly with territory and regional managers for daily support and strategic planning.
- Assigned qualified leads to field sales team for further development and closure.
- Greeted customers to determine wants or needs.
- Gauged client and customer interests and needs with surveys and networking techniques.
- Recommended merchandise to customers based on needs and preferences.
- Maintained knowledge of sales and promotions, return policies and security practices.