

Shilpa Bk

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Professional Summary

Highly motivated and results-driven Sr Sales Associate with 6 years and 8 months of experience. Proven track record of exceeding sales targets and delivering exceptional customer service. Skilled in building and maintaining strong client relationships, identifying customer needs, and providing tailored solutions. Excellent communication and negotiation skills, with a strong ability to influence and persuade customers. Seeking a challenging role in a dynamic organization where I can utilize my expertise to drive sales growth and contribute to the overall success of the company.

Skills

- Ability to adapt to changing market trends and customer needs
- Proficient in CRM software and sales analytics tools
- Ability to build and maintain relationships with clients
- Proven track record of exceeding sales targets and driving revenue growth
- Highly organized and detail-oriented
- Strong knowledge of sales techniques and strategies

Employment History

Sr sales associate - Project pro

Bengaluru, India

Jul 2022 – Jan 2023

- Stay up-to-date with product knowledge, industry trends, and competitive landscape.
- Negotiate and close sales deals to maximize revenue and profitability.
- Monitor and analyze sales performance metrics to identify areas for improvement
- Prepare and deliver sales presentations to prospective clients
- Provide exceptional customer service by addressing inquiries, resolving issues, and ensuring customer satisfaction

Sr Sales Associate - Relevel

Bengaluru, India

Apr 2021 – Jun 2022

- Develop and maintain relationships with key clients to drive sales and achieve revenue targets
- Provide exceptional customer service by addressing inquiries, resolving issues, and ensuring customer satisfaction
- Train and mentor junior sales associates to improve their performance and achieve sales goals
- Negotiate and close sales deals to meet or exceed sales targets
- Stay updated on product knowledge and industry developments to effectively communicate with customers

Sales Associate - Concentrix

Bengaluru, India

Nov 2019 – Feb 2021

- Handle customer inquiries and resolve any issues or complaints in a timely manner
- Stay up-to-date on current promotions and sales events
- Process customer transactions accurately and efficiently
- Provide product knowledge and information to customers
- Build and maintain relationships with customers to ensure repeat business

Sales Associate - Simplilearn

Bengaluru, India

Jul 2016 – Oct 2019

- Continuously develop sales skills and product knowledge through training and professional development opportunities.

- Stay up-to-date on product knowledge and sales promotions to effectively communicate with customers.
- Process customer transactions accurately and efficiently using POS systems
- Assist customers in finding and selecting products that meet their needs and preferences
- Provide exceptional customer service to ensure customer satisfaction and loyalty

Education

MBA - Adarsh business school

Bengaluru, India

HR & marketing

Mar 2011