



RESUME

Sushmita Babu Bose

Business Development & Sales

Contact Mobile: +974 3144 3517
Date of Birth: March 7th, 1991
Email: sushbose07@gmail.com
VISA STATUS: Business Work Visa
Experience: Total Work Experience in Sales is 10 Years

Profile and Career Objective:

Aiming to professionally grow in a progressive organization by utilizing my expertise to make an effective contribution towards achieving the goals of the organization and enhance my career.

Experience

1. Vodafone Qatar – Jaguar Trading & Contracting - Doha, Qatar

Tele-sales Manager – Since February 2020 Jaguar - Trading & Contracting is a premium sales & distribution channel of Vodafone Qatar.

- Currently handling a team of 10 sales agents for the sales of various Vodafone products.
- Completely handling the Consumer B2C & B2B segment.
- Main KPI is team's revenue target to be met and to get potential clients on board.
- Coordinating daily with the Team leaders & the recruitment team for daily recruitments to maintain the manpower flow of field sales personnel.

2. Tata Consultancy Services Ltd

Location: Pune

Tenure: July 30th 2014 To 20th June 2019

Designation: Quality Analyst Executive (customer service & sales)

Role:

- Process associate Telstra for one year post which was an SME, then promoted to Quality Analyst for employees handling large business customers.
- Preparation of reports for team productivity, attendance and quality.
- Acting as a SME for the team members and providing trainings to new joiners.
- Analyzing the defects, enhancement areas in the applications and working closely with development team to carve out a solution to the issues

3. Hutchinson 3 Global Services now (TechMahindra)

Location: Pune

Tenure: Jan 2nd 2013 to Feb 28th 2014.

Designation: Customer sales Advisor.

Role:

- Involved in sales , offering phones with various plans
- Resolving customer Queries Regarding their Bills.
- Assisting the Customers with their need and expectation from the product
- Assisting with Process enhancement.
- Maintaining Daily Data Trackers.
- Handling Team in absence of the immediate supervisor
- Managing customer escalations and level one complaints.

4. WNS GLOBAL SERVICES, PVT LTD. PUNE

Project: Vodafone Domestic

Location: Pune

Tenure: Dec 2011 till Sept 2012

Designation: Customer Service Associate**Role:**

- Handling mail box for customer queries
- Escalation from Vodafone customer's specifically complaining, enquiring on an email.
- Handling Escalations.
- Helping with floor Support.

Education Qualification:

Course	Institute/College/School, Location	University/Board	Class	Year of Passing
Diploma in computer engineering	Tilak Maharashtra vidyapeeth	Pune University	Second	2011
S.S.C (10th Std)	Children's academy	Maharashtra State Board	Second	2007

Professional Strength :

- Drive for exceptional results by taking initiative, motivation, attention to detail, and energy to deliver strong results
- Proficient in Microsoft office products and the Internet
- Good problem solving skill
- Ability to communicate clearly and effectively, both in verbal and written
- Good analytical skills

About me:

I am a person willing to learn new things and gain new experiences. I am good at aptitude, analytical, leadership and presentation skills. Given an opportunity I will certainly do my best.