

# SHREYASHI SHRIVASTAVA

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## **CAREER OBJECTIVE**

To succeed in an environment of growth and excellence and earn a job which provides me job Satisfaction and self-development and helps me achieve personal as well as organization goals.

## **WORK EXPOSURE**

**Employer** : Expense Anywhere, Noida  
**Designation** : Asst. Manager Sales Support.  
**Area** : Noida, UP.  
**Work period** : October 2022 (Till Date)

### **JOB PROFILE:**

#### ❖ **Sales Support System**

- Business Retention, Handling corporates.
- Co-Ordination with Finance & Operations to get the work done smoothly.
- Tracking – Orders, Approval, Executions.
- Closely preparing on Projections & Targets on Monthly/ Quarter/ Half yearly/ Yearly

#### ❖ **Inside Sales**

- Lead generation, By Setting and meeting performance targets for speed, efficiency, sales and quality.

**Employer** : PineLabs, Noida  
**Designation** : Asst. Manager Sales Support.  
**Area** : Noida, UP.  
**Work period** : April 2017 - December 2019 (2.8 yrs)

### **JOB PROFILE:**

#### ❖ **Sales Support System**

- Business Retention, Handling corporates.
- Co-Ordination with Finance & Operations to get the work done smoothly.
- Tracking – Orders, Approval, Executions.
- Closely preparing on Projections & Targets on Monthly/ Quarter/ Half yearly/ Yearly

#### ❖ **Inside Sales**

- Lead generation, By Setting and meeting performance targets for speed, efficiency, sales and quality.
- Key areas: - Mail Handling, meeting fixed & done, Onboarding new clients.

**Employer** : Tolexo Pvt Ltd. (IndiaMart)  
**Designation** : Sr. BDE - Sales Support.  
**Area** : Noida, UP.  
**Work period** : April 2016 - September 2016 (0.5 yrs)

**JOB PROFILE:**

❖ **Sales Support System**

- Business Retention.
- Co-Ordination with Operations to fulfill assigned companies requirements.
- Tracking – Required Orders, Seniors Approval & Executions.
- Closely monitoring on inventories & fulfillment alongwith Targets on Monthly/ Quarter/ Half yearly/ Yearly

❖ **Inside Sales**

- Lead generation, By Setting and meeting performance targets for speed, efficiency, sales and quality.
- Key areas: - Mail Handling, meeting fixed & done, updating the senior.

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**Employer** : **KWENCH Global Technologies Pvt. Ltd**  
**Designation** : **Business Development Executive.**  
**Area** : Thane, Maharashtra.  
**Work period** : October 2015 - January 2016 (0.5 yrs)

**JOB PROFILE:**

- Lead generation, By Setting and meeting performance targets for speed, efficiency, sales and quality.
- Key areas: - Mail Handling, meeting fixed & done, updating the senior.
- Team Management: - Handling telecallers, Managing their targets to get achieve, performance tracking, Coaching & Training.

**Employer** : **Vistasoft Pvt. Ltd.**  
**Designation** : **Operations/ Sales Team Manager**  
**Area** : MUMBAI (Malad)  
**Work period** : August 2014 – September 2015 (1.1 yrs)

**JOB PROFILE:**

- Team Management (Handling telecallers/tele-recruiters)
- Company's Client dealing regarding their required positions.
- Look after end to end recruitments by the team
- Taking Care of proper documentation with the client company.
- Effective activities for In-House public in the company.

**Employer** : **BLAB (COSMO\_CEUTICALS FIRM)**  
**Designation** : **Advisor (Tele-calling International & Domestic)**  
**Area** : MUMBAI (Andhri)  
**Work period** : September 2012 - August 2014 (2.0 yrs)

**JOB PROFILE:**

- Help promote the company, By participating in campaigns.
- Providing clients Post Sale Service
- Inform customers about services that could suit them.
- Suggesting products, they may be interested in.
- Proper area management.
- Complaint handling (Usage/ Packaging/ Refund)
- Resolving escalations.
- To achieve given weekly and monthly targets given by operation team.

**Employer** : **ABSION BUSSINESS MANAGEMENT**  
**Designation** : **Team Manager (Domestic)**  
**Area** : **MUMBAI (Andheri)**  
**From** : **SEP 2011 - SEP 2012 (1.1yrs)**

**JOB PROFILE:**

- Setting and meeting performance targets for speed, efficiency, sales, and quality, managing the daily running of the call center.
  - Liaising with supervisors, team leaders, operatives and third parties to gather information and resolve issues.
  - Maintaining up-to-date knowledge of industry developments and involvement in networks.
  - Monitoring random calls to improve quality, minimize errors and track operative performance.
  - Reviewing the performance of staff, identifying training needs and planning training sessions, recording statistics, user rates and the performance levels of the centre and preparing reports, organizing staffing, including shift patterns, coaching, motivating.
  - To achieve given weekly and monthly targets given by operation team.

**Employer** : **AIHE (Ambedkar Institute of Higher Educations)**  
**Designation** : **Front Desk Officer & later promoted as Asst. P.R.O**  
: **Area**  
: **PATNA.**  
**From** : **JUNE 2010**  
**Till** : **JULY 2011.**

**JOB PROFILE:**

- Promoting Programs of Institute.
- Handling the most complex customer complaints or enquiries.
- Coaching, motivating, and retaining staff and coordinating bonus, reward and incentive schemes.
- Improving performance by raising efficiency and sourcing new equipment.
- Counseling for Std. 1<sup>st</sup> Student.
- To achieve given weekly and monthly targets given by operation team.

**TRAINING EXPOSURE**

- Completed six weeks of summer training cum project work on Internal Publics and Communication Tools at Indian oil Corporation Ltd., Pipeline division, NOIDA. (OJT)
- Have six months of training / job in ERUDITE Institute, Patna branch, as Counseling Officer (student counselor).
- Completed six weeks of summer training cum project work in Print Media, at Hindustan Times, Ranchi-Patna.

**PRACTICAL LEARNING**

- Certificate of Appreciation from Rashtriya Sahara, Hindi Dainik, Patna.
- Certificate of Participation at the seminar on Media & Management, conducted by Symbiosis Institute of Mass Communication.

**QUALIFICATION**

- **Master's in Mass Communication, 2014 (1<sup>st</sup> div.) from Nalanda University, Patna.**
- **Bachelor of Mass Communication, 2011 (1<sup>st</sup> div.), from Women's College, Patna.**

## EXTRA QUALIFICATION

- **Diploma in Human Rights & Values, as an ad-on course at Patna Women's College,**

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**Patna.**

## PERSONAL PROFILE

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|-------------------|--|
| Date of birth     | : 25 <sup>th</sup> of February, 1987   |
| Sex               | : Female   |
| Nationality       | : Indian   |
| Permanent Address | : Shreyashi Shrivastava, 14-402, Nirala Estate Society,<br>Techzone 4, G.Noida |

## Declaration

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

**Date:**

**Place:** Noida.

**Shreyashi Shrivastava**