



## ANJALI K.U

### Career objective

Motivated with more than 8 years of progressive experience. Energetic self-starter and team builder. Responsible & passionate about delivering outstanding quality and service. Offering best knowledge in customer sales , logistic & operation's, Administrations. Productive employee with proven track record of successful project management and producing quality outcomes through leadership and team motivation. Works with clients to determine requirements and provide excellent service.

Seeking a position in logistic and operations that allows me to apply my strong analytical and problem-solving skills, along with my passion for continuous learning, to make a positive impact and contribute to the overall goals of the organization.

### Career Timeline

Wefivesoft Pvt Ltd	March 23 to July 23
Dunzo Pvt Ltd	May 22 to Jan 23
Homeloom Pvt Ltd	June 19 to March 21
Mantri Developers (P) Ltd	Oct 15 to Mar 19
Infotech Pvt Ltd	Sep 12 to July 15

### Core Competencies

- An enthusiastic and passionate in any given circumstance.
- Excellent in MIS & Process Documentation.
- Maintain healthy relation with existing clients.
- Team member
- Knowledge in logistic and operations.

### **From May 2023 - with WEFIVESOFT – Inside sales specialist**

Source new sales opportunities through inbound lead follow-up and outbound cold calls and emails.  
Understand customer needs and requirements.  
Route qualified opportunities to the appropriate sales executives for further development.  
Close sales and achieve quarterly assignment.  
Research accounts, identify key players and generate interest.  
Maintain and expand your database of prospects within your assigned territory.  
Coordinate with Sales teams to build pipeline and close deals.

### **From May 2022 - with DUNZO – Associate inside sales**

Sourcing new sales opportunities through inbound lead follow-up and outbound cold calls and emails  
Understanding customer needs and requirements  
Routing qualified opportunities to the appropriate sales executives for further development and closure  
Answering potential customers' questions and sending additional information per email.  
Keeping up with product and service information and updates.  
Creating and maintaining a database of current and potential customers.  
Explaining and demonstrating features of products and services.  
Lead Generation, Experience in B2B & B2C services. Cold calling.

### **From June 2019 - March 2021 with Homeloom Pvt. Ltd – Inside sales manager**

Managing the inside sales representatives team  
Setting and tracking sales targets for your team  
Suggesting and implementing improvements in the sales administration process  
Lead Generation  
Prospecting and qualifying the leads  
Product and service presentation.  
Relationship building with regular follow up and providing relevant information.  
Sales negotiable  
Closing deals and finalised contracts  
Pipelines, keep track of sales leads and opportunities.  
Collaboration with teams, coordinate with the marketing team to align sales efforts.  
Reporting and analysis, customer support  
Continuous learning.

## **From Oct 2015 - March 2019 with Mantri Developers Pvt. Ltd – Customer sales / Administration**

Maintained thorough regulatory knowledge to ensure financial compliance across all operations.

Prepared detailed, considered agenda plans, ensuring meeting coverage of key business

Used outstanding planning and organizational skill to effectively manage calendars with competing demands.

Communicated and collaborated confidently with key stakeholders, negotiating positive business outcomes.

Supported senior management in devising and implementing strategies to improve business efficiency, performance and success.

Recorded and followed up meeting actions, enabling timely resolution for continued progress and milestone delivery.

Planned and executed new strategies to increase sales.

Actively listened to customers to fully understand requests and address concerns.

Exceeded goals through effective prioritization and consistent work ethic.

Optimized team training and staff development.

Explored and created new ways to resolve problems with processes, technology or team members to improve overall efficiency.

### **Key Achievements:**

Successfully reference sales - Espana I wing 5965 Sft 5 BHK @ Rs. 4.9Cr.

Executed sports day function in Mantri Espana.

## **Since Oct 12 to Aug 15 with Infotech Pvt Ltd- Customer sales Representative**

Managing incoming calls and customer service enquiries.

Generating sales leads that develop into new customers.

Identifying and assessing customers' needs to achieve satisfaction.

Manage large amounts of incoming calls.

Generate sales leads.

Identify and assess customers' needs to achieve satisfaction.

Build sustainable relationships and trust with customer accounts through open and interactive communication.

Provide accurate, valid and complete information by using the right methods/tools.

Meet personal/customer service team sales targets and call handling quotas.

Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.

Keep records of customer interactions, process customer accounts and file documents. and seasonal trends to update sales strategy.

Demonstrated perseverance, dedicated cold calling and exceptional service to land new customer accounts.

### **.Academic Credentials**

BBM (Bachelor of Business Management) from Mysore University – 2012  
PUC in Commerce, St Joseph's Pre-University College Madikeri- 2009  
SSLC, St Joseph's Girls High School Madikeri-2007.

### **Computer Skills:**

Proficient in application	ERP (Quadra & Sales force), HubSpot, Exotel , Microsoft, Greythr, Internet
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Date of Birth	20 <sup>th</sup> November 1991
Marital Status	Married
Languages	English, Kannada and Malayalam, Hindi