

Meenakshi Gupta

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In a career spanning 4+ years in the Service Delivery Industry gained extensive knowledge in sales and customer service.

Career Objective

To utilize my skills to excel in the field of sales & customer service that offers opportunity to learn and grow with & within the organization with honesty.

Business Skills & Strengths

- Team Work & Leadership.
- Team Management.
- Good Data Analysis.
- Good communication skills.
- Skilled at building strong team environment.
- Customer Relationship Management.
- Account Development.
- Sales Presentation.

Professional Experience

Assistant Business Development Manager- Selloosphere	April 2016- Till Date
Business Development Manager -SaffronTech Pvt Ltd	Dec 2015-March 2016
Technical Sales Executive – Iyogi Technical Services Pvt Ltd	Sep 2014-Dec 2015
Process Advisor – Barclays Shared Services Pvt Ltd	Oct 2013-Sep 2014
Customer Service Executive –HCL Technologies BPO Services	Oct 2011-Sep 2013

Career History & Results Summary

Company:- Selloosphere (Selloosphere.com)

- **Designation: Assistant Business Development Manager**
- **Duration: April 2015 – Till Date**

Job Responsibility:- To generate lead for ITSoftware Companies (MS Dynamics CRM, Mobile Application, Website development), Education software and NGO's Donation Software in Europe and USA complete, Internet Marketing & Email Marketing, Handle 3 people team and analyse the data too.

Company:- SaffronTech Pvt Ltd.

- **Designation: Business Development Manager**
- **Duration: December 2015 – March2016**

Job Responsibility:- To generate lead for Seo Company, generate business for website design & mobile application development and handle team.

Company:- Iyogi Technical Services

- **Designation: Technical Sales Executive.**
- **Duration: September 2014 till date.**

Job Responsibility:- To achieve the sales target each month managing the quality parameters

Company:- Barclays Shared Services Pvt Ltd

Designation: Process Advisor

Duration: October 2013- September 2014

Line of business worked with: UK Retail Banking

Job Responsibilities

- To help the customers with their everyday banking needs.
- To build a conversation with the customer to identify the appropriate needs
- To achieve the sales target by delivering maximum customer satisfaction.
- To meet the team goals.

Company: HCL Technologies BPO Services.

Designation: Customer service Executive

Duration: October 2011- September 2013

Project worked with: Macys (Credit card customer service and Sales) and AT&T(Technical Support for broadband and e-mail and Sales)

Job Responsibilities:

Macys

- Help the customers with the credit card related queries.
- To sell the products based on the customer interests by analyzing the purchase history.
- To achieve the maximum Customer satisfaction

AT&T

- To troubleshoot and resolve the customers broadband and e-mail related issues
- To sell the pc troubleshooting product and services.
- Achieve maximum customer satisfaction for the brand.

ACADEMIC QUALIFICATION

BBA from Wigan and Leigh College

Intermediate from U.P. Board

PERSONAL INFORMATION

Date of Birth	:	05 Th July 1988
Marital Status	:	Married
Husband Name	:	Mr. Ankit Singh
Father's Name	:	Mr. Rajendra Gupta
Languages Known	:	English & Hindi (Read, Write and Speak)

Date:

Place: