

ANKUSH KHATAL

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PROFESSIONAL SUMMARY

Experienced Back Office & Inside Sales Executive with a proven track record in customer service, sales operations, and process improvement within the battery, UPS, and solar industries. Expert in Power BI, CRM software, and data analysis, achieving ₹15L+ in monthly sales consistently. Strong ability to optimize workflows, train teams, and enhance customer retention.

SKILLS

Technical Skills: Power BI, Advanced Excel (VLOOKUP, Pivot Tables), CRM Software, MS Office

Sales & Customer Service: Sales Prospecting, Customer Relationship Management, Service Quality, Team Leadership

Soft Skills: Time Management, Problem-Solving, Communication, Team Motivation

WORK EXPERIENCE

Indus Instruments Pvt Ltd

Back Office Executive | Dec 2018 – Present | Mumbai, India

- ✓ Managed 800+ AMCs per month using Excel & CRM, reducing discrepancies by 20%.
- ✓ Achieved ₹15L+ in monthly sales, earning incentives of ₹8,000 on average.
- ✓ Conducted data analysis to support budget planning and resource allocation.
- ✓ Reduced AMC data entry errors by 30%, improving operational accuracy.
- ✓ Trained and onboarded new employees, ensuring seamless integration.

DBS Mintek Pvt. Ltd

Customer Service Associate / Team Leader | Jan 2015 – June 2018 | Mumbai, India

- ✓ Led a high-performing team to exceed an 85% MNP target, reducing shrinkage by 10%.
- ✓ Improved customer retention rates, ensuring repeat business and higher satisfaction.
- ✓ Increased customer record accuracy by 25% through better CRM management.

PROJECTS

- ✓ ****CRM System Upgrade Project:**** Led the implementation of an advanced CRM system, reducing data retrieval times by 15%.

ACHIEVEMENTS

- ✓ Consistently met ₹15L+ in monthly sales over the past 2 years.



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- ✓ Awarded Best Team Leader by Idea Client for customer retention success.
- ✓ Streamlined data entry processes, reducing processing time by 15%.

EDUCATION

🎓 Bachelor of Commerce | Mumbai University, 2017

🎓 High School | Mumbai University, 2012

LANGUAGES

🗣️ English (B2 – Upper Intermediate) | 🗣️ Marathi (C2 – Proficient) | 🗣️ Hindi (C2 – Proficient)



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