



TANUSREE ROY

📍 Varanasi, India 221001

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Professional Summary

To make positive contribution as part of your dynamic and well reputed organization in a position, where my management, decision making and communication skills will be appreciated and enhanced.

Work History

01.2022 - 10.2022

Sales Development Manager

HDFC Life Insurance Company - Varanasi, India

- Built diverse sales pipeline to exceed quota targets.
- Conducted market research to discover new leads, opportunities and messaging.
- Collaborated with sales, marketing and other internal teams to meet shared goals.
- Developed deep understanding of customer needs, priorities and pain points to deliver customized service.
- Created and implemented new business opportunities by utilizing strategic networking strategies.
- Maintained up-to-date knowledge of Products and performed competitor analysis.
- Collaborated with upper management to implement continuous improvements and exceed team goals.
- Maintained thorough records of prospective client contacts and interactions in CRM.
- Qualified leads by scheduling introductory discovery meetings and calls.

03.2020 - 08.2021

Executive Administrator

Safeducate Learning Pvt Ltd - New Delhi, India

- Profile was Sales, Tele Caller, Travel Coordinator, Vendor Management, Front Desk works etc.
- Managing CEO's works.
- All duties of Receptionist.
- DDUGKY Projects works.
- Lokking Safedicate, Safejob and Safexpress works
- Managed key executive office staff and prioritized workloads.
- Planned both internal and external events.
- Processed employee expense reports quickly to prevent delays in payouts.
- Streamlined workflow.

01.2019 - 01.2020

- Reconciled business and creative needs.
- Managed staff of 70 people managing operations.
- Managing outgoing and incoming Curriers, Calls and Mails.
- Drove specification, scheduling, status and review processes.
- Anticipated and prepared required materials for meetings.
- Reduced office expenses by finding smarter solutions for vendors, suppliers and services.
- Observed all laws, regulations and other applicable obligations.
- Developed monthly reports.
- Managed day-to-day development issues.
- Facilitated fast-paced and dynamic entrepreneurial environment.

Receptionist

TDI Club - Sonipat, India

- Answered central telephone system and directed calls accordingly.
- Managed multiple tasks and met time-sensitive deadlines.
- Confirmed appointments, communicated with clients and updated client records.
- Provided callers with address, directions, company website and related information.
- Resolved customer problems and complaints.
- Answered large volume of incoming calls daily to resolve customer issues and schedule appointments.
- Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance.
- Checked-in visitors, distributed visitor badges and managed logbooks to comply with security initiatives.
- Answered phone promptly and directed incoming calls to correct offices.
- Responded to inquiries from callers seeking information.
- Provided clerical support to company employees by copying, faxing and filing documents.
- Maintained confidentiality of information regarding clients and company.
- Screened visitors and issued badges to maintain safety and security.
- Coordinated catering and set up conference rooms for corporate and client meetings.
- Sorted, received and distributed mail correspondence between departments and personnel.
- Corresponded with clients through email, telephone or postal mail.
- Kept reception area clean and neat to give visitors positive first impression.
- Restocked supplies and submitted purchase orders to maintain stock levels.
- Troubleshoot copy machines and printers and scheduled service as needed.
- Scheduled and confirmed appointments and meetings for senior management team.

Skills

- Sales processes
- Review of contracts
- Business development and planning
- Sales Reporting
- Extensive personal network
- Strategic planning
- Security awareness
- Documentation and reporting
- Office administration
- Organization skills
- Verbal and written communication
- Project Management
- Scheduling
- Office management

	<ul style="list-style-type: none"> • Customer and client relations • Travel planning • Customer/Client relations 	<ul style="list-style-type: none"> • Mail handling • Travel coordination • Administrative support
Education		
07.2014	B A HONS Arts, Arts, Banaras Hindu University - Varanasi Achieved Gold Medal	
05.2011	Intermediate, Commerce, Durga Charan Girls Inter College - Varanasi	
06.2009	High School, Arts, Bipin Bihari Chakraborty Kanya Inter College - Varanasi	
Certifications	<ul style="list-style-type: none"> • Advance Diploma In Computer Application from Mascot Institute of Information & Technology (MIIT), Jan'13 to Feb'14 	
Additional Information	<ul style="list-style-type: none"> • D.O.B: 13 January 1994 • Father Name: Shankar Kumar Roy • Address: Varanasi, U P, 221001 	
Languages	English Read, Write, Speak Bengali Read, Write, Speak	Hindi Read, Write, Speak