

CONTACT

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📍 Gwalior

SKILLS

- Proficiency in Java
- Sound Knowledge of Object-Oriented Programming (OOP) Patterns and Concepts
- Closing sales
- Program management
- Project management
- Business Development

LANGUAGES

English

Priyanka Sharma

CUSTOMER SUCCESS SPECIALIST



SUMMARY

Business development professional, with a brief experience of Ed-tech and Social E-commerce industries. Additionally, I have recently gained valuable experience in the SAAS industry, which has further broadened my skillset. As a technology enthusiast, I am eager to build a career in the IT services sector. I am passionate about leveraging technology to drive innovation and enhance business processes.

EXPERIENCE

Customer Success Specialist Mar 2023 - Present
Promobi Technologies

- Supported post-sales customer lifecycle, including adoption, support, optimization, and expansion.
- Streamlined operations for improved customer service.
- Addressed complaints promptly and provided training and educational materials and collaborated with Technical team for support.
- Utilized online tools for customer data management. Implemented on boarding strategies and ensured customer renewals.
- Prioritized customer retention and prevented churn. Generated revenue through up-selling and cross-selling.
- Emphasized customer relationship management for upgrades and increased revenue.

Inside Sales Specialist Suraasa Dec 2021 - Mar 2023
Suraasa

- Generated revenue of INR 1.18 Million in the period of 3.5 months as inside sales specialist
- Led the pilot project of Referral Marketing
- Which helped in tracking NPS and achieving revenue growth of 10 %
- Achieved MOM growth of 25%
- Experienced in managing pipeline and forecasting sales data on Zoho
- Worked with founders to organize and conduct webinars with industry experts for exploring growth strategies for existing and new markets.

Business Development Associate Apr 2021 - Dec 2021
BYJU'S

- Generated revenue of INR 2.5 Millions in the period of 8 months with MOM growth of 30 %

- Drove sales strategy to Maximize Meetings to Enrollment conversion ratio from 5% to 20%
- Topped the Batch of 15 BDTs by achieving 200% of revenue target
- Top performer for 2 months in on spot closing.

Business Development Associate
City Mall

May 2020 - Mar 2021

- Executed offline sales of around INR 30K/Day with a team of 12 community leaders
- Designed SOPs for community leaders to solve their on ground issues and helping them in identification of key customers
- Looked after daily sales strategy of community leaders to maximize revenue
- Led tracking task of customer experience and NPS to analyze daily purchasing behavior of individual customer to exploit maximum potential.

EDUCATION

B.Tech
MITS-Gwalior

Jul 2011 - Aug 2015