

PROFESSIONAL SUMMARY

- Dedicated and results-driven professional with over one and half years of experience in sales coordination, telecalling and collections. Demonstrated expertise in managing sales operations, fostering client relationships, and ensuring timely collections. Proficient in CRM system, data analysis, and communication, with a strong ability to streamline processes and drive revenue growth. Adept at working collaboratively with cross-functional teams to achieve organization goals and deliver exceptional customer service.

TECHNICAL SKILLS

- Microsoft Office | Email and Communication Tools | Basic Computer Skills | Internet Skills | Data Entry | Social Media
- Basic Troubleshooting | Digital Literacy | Time Management Tools

SOFT SKILLS

- Communication Skills | Teamwork and Collaboration | Problem- Solving | Adaptability and Flexibility
- Organizational Skills | Interpersonal | Critical Thinking

EDUCATION

Omega Degree College for Women's	2021-2024
• BSc. MSCS	Aggregate: 82%
New Chaitanya Junior College	2018-2020
• BIETS (Class XII)	Aggregate: 79.2%
Z.P.H.S.	2017-2018
• SSC (Class X)	CGPA: 9.0/ 10

WORK EXPERIENCE

Sales Coordinator | Landsky Engineers Pvt Ltd

Hyderabad, India | Dec 2023 – May 2024

- Prepare and complete quotations before deadline. Send RFQs to vendors and follow up as needed.
- Follow up with customers and generate leads. Resolve product and technical/ Commercial queries.
- Send purchase orders to the purchase department. Maintain proper documentation of all activities.

Collection Coordinator | L & T Finance Limited

Hyderabad, India | Aug 2022 – Mar 2023

- Contact customers to collect overdue payments via phone, email or letters.
- Monitor customer accounts for payment activity and delinquency. Identify and prioritize accounts requiring immediate attention.
- Address customer inquiries and provide information on outstanding debts. Handle difficult conversations with professionalism and empathy.
- Maintain accurate and detailed records of all collection activities. Update customer information and payment statuses in the bank's database.
- Prepare and submit regular reports on collection activities and outcomes. Analyze collection data to identify trends and improve processes.

Tele caller | Venkanna Junior College

Hyderabad, India | Dec 2021 – June 2022

- Call prospective students and their parents to provide information about the college, its programs, and admission procedures. Address inquiries and provide detailed information about courses, fees, scholarships, and campus facilities.
- Generate leads by identifying and contacting potential students. Follow up on leads and maintain regular communication to nurture interest.
- Maintain accurate records of calls, inquiries, and follow-ups in the colleges database. Update and manage student information and call logs efficiently.
- Maintain a polite, friendly, and professional demeanor during all calls. Effectively communicate the colleges offerings and answer questions accurately.
- Meet daily, weekly, and monthly call and conversion targets set by the college. Track and report on performance metrics regularly.