

SKILLS

- SFDC
Expert
- SAP
Expert
- OMP
Expert
- Customer Service
Expert
- Problem Solving
Expert
- CRM
Expert
- Order Management
Expert
- Sales
Expert

HOBBIES

- Photography
- Travelling
- Reading

LANGUAGES

- Hindi
- English

PROFESSIONAL SUMMARY

Technical Support Sales Engineer with experience in customer support, order management, and offer creation. Adept at handling client inquiries, managing end-to-end order processes, and providing tailored technical solutions. Strong communicator with a customer-focused approach. Currently working since September 2023, delivering efficient support and contributing to sales growth.

EXPERIENCE

Technical support engineer

Lapp India Pvt Ltd, India, Bengaluru

September 2023 - Now

Responsible for engaging with existing customers through calls to provide quotations and drive sales. Manage the end-to-end order process, including customer support, order management, and delivery coordination. Provide comprehensive technical support and collaborate closely with cross-functional teams. Proficient in SAP, OMP, SFDC, and CRM tools, with experience in tracking buying behavior from lead source to order fulfillment.

Business Development Associate

Byjus, India, Bengaluru

November 2022 - February 2023

Responsible for identifying business opportunities, generating leads, and building relationships with clients. Supports sales strategies, conducts market research, and helps drive revenue growth. Collaborates with internal teams to deliver client solutions and ensure customer satisfaction. Strong communication, negotiation, and problem-solving skills are essential.

EDUCATION

Lakshmi Narain College of Technology (LNCT), India, Bhopal

2018 - 2022

B.Tech in Electrical and Electronics Engineering with 8.2 GPA. Gained hands-on experience in circuit design, power systems, and automation through academic projects and labs. Participated in technical workshops and internships, building strong problem-solving and teamwork skills.

OTHER ACTIVITES

Radio Jockey

India, Bhopal

April 2020 - April 2022

Actively involved as a Radio Jockey for LNCT Radio, leading interviews with students, faculty, and judges during college events, and managing content for the official Instagram page. Developed excellent communication, coordination, and media handling skills alongside technical expertise.
