



SHRADDHA TIWARI

ABOUT ME

Highly- motivated sales professional with 2+years of expertise in marketing strategic, client servicing, customer handling , social media handling and category supervision across diverse sector, A team leader with consistent record of converting sales prospect into loyal satisfied client and building a network of referrals to increase sales.

WORK EXPERIENCE

● Fanatish Digital Marketing service , Mumbai

Sales team Leader 11/2022- 11/2023

- Led staff meetings to delegate tasks, assign workloads and communicate changing priorities .Inspired and managed teams in operational improvements, increasing overall productivity.
- Managed operations efficiently and effectively, verifying customers received exceptional service.
- Inspired and managed teams in operational improvements, increasing overall productivity.
- Monitored team performance, providing suggestions for improvement and training programmes to increase team efficiency Managed and mentored team of 5 to deliver exceptional service.

● The Queen's English

Senior Business Development Executive 02/2022 - 10/2022

- Answered customers' questions regarding products, prices and availability.
- Increased monthly sales by implementing customer acquisition strategies Exceeded targeted sales goals through proactive outreach
- Cold and warm called new and existing accounts per day.

● Lido Learning

Business Development Executive 03/2021 - 01/2022

- Developed business growth plans by identifying key clients, critical targets and priority service lines,
- Increased monthly sales by implementing customer acquisition strategies cold and warm called new and existing accounts per day.

EDUCATION

• **Bachelor of Business Administration**

KIIT School Of Management, Bhubaneswar
(2016-2019)

• **Master's in Economics**

Birla Global University , Bhubaneswar
(2020-2022)

• **Mount Carmel School, Rourkela** 12th , Commerce

• **St. Mary's School Rourkela** 10th , Commerce

EXPERTISE

- Client Handling
- B2C Service
- Social Media Handling
- Marketing Strategies
- Leadership Skills
- Communication Skills

LANGUAGE

English
Hindi
oriya
French