

# Sneha Sarkar

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## PROFESSIONAL SUMMARY

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Motivated graduate with a strong interest in solutions consulting and customer-focused roles, combining analytical thinking with clear communication skills. Experienced in understanding business requirements, supporting pre-sales activities, and translating data insights into actionable recommendations. Demonstrated ability to work with CRM concepts, sales processes, and workflow design, with a strong focus on delivering value-driven solutions in a SaaS environment.

## EDUCATION

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**VIT Bhopal University**  
BTech in CSE(AI/ML)

June 2022 pursuing  
**8.81 CGPA**

## SKILLS

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**Expertise:** Business Requirement Analysis, Pre-Sales Support, Product Demonstrations, Client Communication, Stakeholder Interaction, Objection Handling (Basic), Presentation & Storytelling, Proposal Support, Translating Business Needs into Solutions

**Languages:** Data Interpretation for Business Decisions, Insight Generation, Process Analysis, Structured Problem Solving, Logical Reasoning, Decision Support

**Frameworks:** Lead Management & Sales Tracking, Sales Funnel Understanding, Customer Journey Mapping, Marketing & Sales Automation Awareness, Workflow Design, SaaS Business Understanding, ROI & Value Proposition Analysis

**Tools:** Excel (Advanced – Pivot Tables, VLOOKUP, Data Cleaning), Google Sheets, Advanced Spreadsheet Analysis, Reporting & Dashboards, Documentation, Presentation Tools, Collaboration Platforms, Cloud-Based Tools Awareness

**Professional:** Strong Verbal & Written Communication, Client-Facing Confidence, Analytical Thinking, Stakeholder Coordination, Team Collaboration, Time Management, Adaptability, Learning Agility, Professional Ethics

## PROJECTS

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### AI-Powered Conversational Chatbot

*Conversational AI, Automated Customer Support, Natural Language Understanding, Process Automation, Business Workflow Design* ([GitHub](#))

- Built a conversational chatbot to automate customer queries and improve response efficiency and user experience.
- Aligned chatbot workflows with business needs to demonstrate how automation supports scalable customer engagement.

### CRM-Based Lead Management & Sales Insights System

*Sheets, Data Analysis, Data Visualization, Workflow Design, Lead Management & Sales Tracking, SaaS Business Understanding*

- Designed a CRM-based system to track leads across the sales lifecycle and analyze funnel performance.
- Converted lead data into actionable insights to support data-driven sales decisions and conversion improvement.

### WhatsApp Chat Analyzer - Business Insights Project

*Customer Interaction Analysis, Data Reporting, Visualization-Based Insights, Data-Driven Decision Support* ([GitHub](#))

- Analyzed communication data to identify engagement patterns and interaction trends for better decision-making.
- Presented insights through clear visual reports, enabling non-technical stakeholders to understand user behavior.

## EXPERIENCE

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### TEACHNOOK ROBOTICS

Feb 2023 – May 2023

*Robotics Intern*

*Remote*

- Collaborated with cross-functional teams to understand requirements and communicate solutions clearly.
- Supported planning and documentation while improving problem analysis, coordination, and stakeholder communication skills.

## CERTIFICATIONS & ACHIEVEMENTS

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- Solved 550+ coding problems across multiple platforms ([Link](#))
- AWS Certified Cloud Practitioner ([Link](#))
- Privacy and Security in Online Social Media (NPTEL) ([Link](#))
- GEN AI Using IBM Watsonx ([Link](#))