

Sneha Sarkar

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 LinkedIn

 GitHub

 LeetCode

PROFESSIONAL SUMMARY

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

VIT Bhopal University <i>BTech in CSE(AIML)</i>	June 2022 pursuing 8.81 CGPA
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SKILLS

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

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

TEACHNOOK ROBOTICS

Feb 2023 – May 2023

Remote

Robotics Intern

- 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

- 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](#))