

Sneha Sarkar

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Professional Summary

Aspiring sales professional with hands-on experience in lead lifecycle tracking, customer interaction analysis, and conversion optimization. Strong in communication, problem-solving, and stakeholder coordination. Passionate about driving revenue growth and building long-term client relationships.

EDUCATION

VIT Bhopal University
BTech in CSE(AIML)

June 2022 pursuing
8.81 CGPA

SKILLS

Expertise: Lead Generation, Lead Qualification, Cold Calling, Email Outreach, CRM Management, Sales Funnel Management, Client Relationship Building, Follow-ups & Closure, Negotiation Skills, Revenue Growth Strategy

Languages: Funnel Analysis, Conversion Rate Optimization, Customer Behavior Analysis, Data Interpretation, KPI Tracking, Root Cause Analysis, Structured Problem Solving

Frameworks: Customer Journey Mapping, Lead Management & Lifecycle Tracking, Workflow Design, SaaS Business Understanding, Product Metrics Analysis, Conversion Optimization ThinkingMS Excel (Pivot Tables, VLOOKUP, Data Cleaning), Google Sheets, Dashboard Reporting, Data Visualization, CRM Tools (Basics), Presentation Tools

Tools: Strong Verbal & Written Communication, Persuasion Skills, Stakeholder Coordination, Team Collaboration, Time Management, Adaptability, Problem Ownership

Professional: Strong Verbal & Written Communication, Analytical Thinking, Stakeholder Coordination, Team Collaboration, Time Management, Adaptability, Learning Agility, Problem Ownership

PROJECTS

AI-Powered Conversational Chatbot

Conversational AI, Automated Customer Support, Natural Language Understanding, Workflow Automation, Product Requirement Understanding

- Designed automated customer response system to improve lead handling.
- Structured conversation flows to enhance customer experience and reduce response time.

CRM-Based Lead Management & Sales Insights System

Sheets, Data Analysis, Data Visualization, Funnel Analysis, Workflow Design, Lead Lifecycle Management

- Designed lead tracking system to monitor sales funnel and identify drop-offs.
- Analyzed conversion rates to improve customer acquisition strategy.

WhatsApp Chat Analyzer - Business Insights Project

Customer Interaction Analysis, Data Reporting, Visualization-Based Insights, Product Metrics Understanding ([GitHub](#))

- Analyzed user interaction data to identify engagement patterns, retention signals, and behavior trends influencing product decisions.
- Translated raw communication data into structured dashboards and actionable insights to support feature improvements and user experience optimization.

EXPERIENCE

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

- 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](#))