

NANCY SINHA

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CAREER OBJECTIVE: Has endeavor to learn and showcase my skills in Sales and Business Development and affirmation to give maximum output for the organization growth.

SKILLS: Customer service, Upselling, B2B Sales, B2C Sales, Target Sales, Overseas education, student counselling, Face to face counselling, brand marketing, abroad studies, visa process, Revenue Generation, Software Sales, Inside Sales, Salesforce, Student recruitment services like document preparation, Statement of Purpose, Letter of recommendation, etc.

PROFESSIONAL EXPERIENCE:

COMPANY : MINDTREE PVT LTD.

DESIGNATION: System Customer Executive for Microsoft

DURATION : Oct 2016 – June 2019

ROLES AND RESPONSIBILITIES:

- I. Dealing with Customer issues by email and Skype Calls
- II. Focus on resolving queries and contribute to Revenue Generation of Microsoft 365
- III. Handling Members complaints & solve it
- IV. Gathering and processing customer feedback on a monthly basis
- V. Manage user accounts by working on their queries
- VI. **Maintain great customer satisfaction and has contributed to a revenue of 125\$ million the previous quarter**
- VII. Make sure that all task is done as per the SLA
- VIII. Has worked in Software sales of Office 365 Business packages- Office Business, Office Business Essentials and Office Business Premium.
- IX. Used Microsoft bound CRM Tool Microsoft Dynamics 365 to deal with clients and maintaining their records
- X. Retaining back the existing clients and resolving their account related issues which are generated in the form of tickets
- XI. Used ICM Portal, tool to handle tickets by severity.

- XII. Able to manage issues right from outage in a datacenter region to resolving basic customer needs like enrolling them to Security and distribution groups.

COMPANY : GUS EDUCATION INDIA LLP

DESIGNATION: Education Consultant – International Process

DURATION : June 2019 - Present

ROLES AND RESPONSIBILITIES:

- I. Taking care of student admission right from discovery call till **student enrollment**.
- II. Following up with student over calls and emails to make sure Application and enrollment is done on time.
- III. Giving **career counselling** to student and their parents over call and in person.
- IV. Taking care of the end to end process of Student enrollment by not only registering student application but also driving it to the enrollment.
- V. Giving free **VISA** Assistance in terms of document checklist for VISA and explaining the pros and cons of settling in a foreign country
- VI. Maintaining student record over **Salesforce** and mentioning activities and converting them to Opportunities.
- VII. Brand wise Universities knowledge of 3 different countries of **Germany, US and CANADA**.
- VIII. Following up with the **admissions team** of all the brands (Universities) for getting student offer letters and Enrollment letters on time.
- IX. Working in **daily targets of 2 applications everyday and one enrolment every week**.

- **HOBBIES AND INTERESTS:**

Interested in Travelling, Photography, Fitness Workouts like **Zumba**, Out-door games like Badminton, Music. I like playing Keyboard sometimes and listening songs all the time, Love to make homemade products like soap, cake, etc.

- **EDUCATIONAL ACHIEVEMENTS:**

- I. Has participated in many Power Point Presentation competitions both at college and inter college level in various Technical fests
- II. Has won first prize for best PPT in College and second prize in PPT at Inter college level

III. Has volunteered and anchored Cultural and Independence Day program at college

IV. Was a part of College Magazine as an Intern Editor

- **EDUCATION:**

B.Tech in Electricals and Electronics Engineering. – 2016

Aditya Engineering College, JNTUK University, East Godavari District.

10+2 with PCM (Physics, Chemistry, Math's) as my subjects – 2012

St. Joseph's High School, CBSE Board, Patna, Bihar.

Matriculation (10th Board) with Computers stream - 2010

St. Karen's High School, ICSE Board, Patna, Bihar.

- **WORK ACHIEVEMENTS:**

I. Was able to be a part of and handle 3 teams of my project including Deployment, Networking and Incident Management

II. Has been awarded Spot –On awards from Peers and Manager

III. Has been awarded A Team award thrice in my working tenure

IV. Handled several Severity 1 tickets which triggered due to outage / Customer related issues.

V. Successfully maintained optimum number of clients per day and contributed to retain back every customer

VI. Was awarded by peer members couple of times for acknowledging issues / tickets on time and maintaining good email communication with every customer.

VII. **Had the highest number of student applications registered in the entire team with a total count of 60**

VIII. **Was appointed the acting team lead couple of times by the Line MANAGER.**