 [shreysharotri6@gmail.com](mailto:shreysharotri6@gmail.com)

+91-9315424843



Baner ,Pune.

**Skills:**

* Communication Skills
* B2C Sales
* B2B Sales
* Team Management
* Digital Marketing
* Key Accounts Management
* People Management
* Quality Management
* End to End Sales Operations Management
* Customer Success
* Avid Learner
* Salesforce

**CAREER OBJECTIVE**

Scaling new heights of success with hard work & dedication and leaving a mark of excellence on each step; targeting challenging assignments in Sales and Marketing / Counseling and Consulting / Key Client and Stakeholder Management, Operations and Sales management with a leading organization of repute.

**EXPERIENCE**

Currently working as a **Centre Manager (Sales and Operations) with Edupristine (Adtalem Global Education) Nov 2018**-Present.

* Leading the counseling team of 2-3 certified counselors who handle walk-ins regarding the professional education courses like US- CPA, US-CMA, CFA, FRM, Business Analytics, Digital Marketing etc.
* Leading the Sales and Business Development (key accounts) for Pune for education courses.
* Developing trust relationships with a portfolio of major clients to ensure they do not turn to competition.
* Acquiring a thorough understanding of key customer needs and requirements by regular meetups, customer feedbacks thus communicating it back to internal teams.
* Working knowledge of CRM like lead squared.
* Coordinating with customer success and support for utmost quality of operations in the area.
* Regular reports of progress and forecasts to internal and external stakeholders using metrics like CSAT, NPS, business growth.
* Strong communication and interpersonal skills with aptitude in building relationships with professionals of all organizational levels.
* Hands on experience on Sales force CRM.

Worked as an **Assistant Manager Inside Sales with Hindustan Times from** March 2018-Oct 2018 (Shine Learning).

* Responsible for conducting induction trainings, process trainings related to sales and marketing of various courses and products of the company.
* Recruitment Interviews.
* Taking up Supervisor calls, sale escalations for the Line of business.
* MIS maintenance and updating it on regular basis.
* Working closely with Operations Management Team for giving the customers a valuable experience.
* Closely working and developed ways to induct new people to the system by trainings on voice modulations, call flow and objection handling for both tele-calling and face to face sale interactions.
* Also meeting and greeting clients face to face for B2C and B2B sales.
* Handling the team of 20-25 sales executives.
* Lead-Management, data-management, CRM and dialer management.
* Allocation of targets, motivating the team to maintain utmost quality and quantity of sales and business generation.
* Instrumental in many B2I and B2B tie-ups for the organization.
* Organizing, planning and implementing strategies.
* Working knowledge of CRM’s like lead-squared.

**SHREY SHAROTRI **

Worked as a **Team Coach** at **Talent edge (An Ed-Tech Firm).**

* Feb 2016 to Jan 2018
* Worked as a **Team Coach.**
* Responsible for B2C, B2B Sales (both Outbound and Inbound) as well as face to face interactions.
* Handling the Outbound calling as well as live chat process simultaneously for the Counseling Centre.
* Working in close coordination with the manager to maintain the utmost sale quality and quantity.
* Performer of the month consecutively for the months **(July2016-Sept2016**); hence bagged the **Star of the Quarter award. (July2016-Sep2016).**
* Performer of the month consecutively again for the **months (Jan2017-Mar2017) quarter**; again, bagging **Star of the Quarter award.**
* Performer of the month for the months **June 2017 and July 2017 generated a Gross Sale Value of 40.05 Lacs** consecutively for both the months.
* **Generated 1.4 Cr. Of Gross Sales revenue for the financial year of 2016-2017.**
* **Generated 70.04 Lacs in the financial year 2017-18.**
* Worked closely with I.T. and Digital Marketing teams to test and
* Finding bugs on the CRM and newly designed Website.

Worked from **Jun 2015 to Oct 2015 as a** Front Office Associateat **THE OBEROI, GURGAON**

* Selling of Rooms and other services.
* Responsible for check -in and check-out procedures in the front office.
* Use internal systems to track and maintain the records.
* Make sure that day-to-day process is maintained with utmost quality.
* Responsible for carrying out all duties as asked by the reporting manager diligently.

**ACADEMIC PROFILE**

* B.Sc. **Hospitality and Hotel Administration (3 Year Degree)**

University Institute of Hotel and Tourism Management (UIHTM), Punjab University, Chandigarh 7.0 CGPA.

* Certification course into **Advanced Digital Marketing from** **Delhi School of Internet Marketing (DSIM).**
* 23 weeks summer internship at the **Marriott Hotels and Resorts,** Jaipur.
* Appreciation in Front Office and House Keeping in Industrial Training for doing excellent work at “Marriott hotels and resorts JAIPUR”.
* Hosted Theme Dinner for Chef Vikas Khanna.
* House Keeping projects on HOTEL COMPANY HYATT, Chemicals and cleaning agents used.
* Worked on an academic project (Capstone Project into website creation, development, inorganic marketing and Google analytics along with Ad Sense, Social media marketing.

**Activities:**

* Eminent participation in various social activities conducted by Local Orphanages.
* Part time volunteer with Isha foundation.
* Team player in games like basketball, volleyball.
* Practicing Mixed Martial Arts at a basic level with specialization into Brazilian Jiu jitsu .
* Actively learning Tableau .

**ACHIEVEMENT:**

* Has been awarded as “**The gentleman of the year – 2015**”by UNIVERSITY INSTITUTE OF HOTEL MANAGEMENT, PANJAB UNIVERSITY, and Chandigarh.
* Stood 2nd overall in the Graduation.
* Organizing various seminars and debates for entrepreneurship, tourism and hospitality at the college level.
* Awarded a Scholarship of Rs.10, 000 by government of H.P. for securing merit.