**Sumeet Sehgal**

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**~ Executive Level Professional ~**

**~ Operations & Sales ~**

**PROFILE SUMMARY**

* Result-oriented Professional with 2.5 **years** of rich experience in:

**~ BPO Operations**

**~ Sales**

**~ Process Enhancement**

**~ Client Acquisition**

**~ Quality Management**

**~ Client Relationship Management**

* Proficient in swiftly ramping up projects with competent cross-functional skills and ensuring on time deliverable’s within pre-set cost parameters, and conducting internal process reviews for ensuring strict adherence to the process parameters/systems as per defined guidelines
* Resourceful at maintaining relationship with clients to achieve quality service norms by resolving their service related critical issues
* Holds the merit of managing & completing 2 projects within strict deadlines
* An enterprising leader with skills in leading personnel towards accomplishment of common goals

**WORK EXPERIENCE**

**INFOEDGE INDIA LTD. Feb’2019 - till date**

**Associate senior Executive**

* Acquiring clients to scale up property listings on 99acres platform.
* Moved to educational process(shiksha.com) for process upscaling for 3.5 months.
* Ensuring that acquisition targets are achieved on daily & monthly basis.
* Publishing process quality reports. And highlighting the area of improvement.
* Connecting with prospective users and educating them about the benefits of using 99acres.
* Validating property details and clients information.

**MAHINDRA HOLIDAYS AND RESORTS INDIA LTD. AUG’2018-JAN’2019**

**Sales executive**

* Achieving stretched targets in a result-focused environment.
* Preparing pre-sales proposals for prospective clients.
* Delivering inspiring sales presentations to convert prospects to successful sales.
* Handling objections and resolving member/ customer conflicts by constantly connecting with them through member meetings.
* Identifying potential customers and new business opportunities.
* Building and maintaining strong client relationship and high level of customer service.
* Being updated on new products and services.
* Provide necessary support in booking first time holiday for new members and generate quality referrals from them.

**IT SKILLS**

* Basic Computer Knowledge
* Proficient use of MS Word PowerPoint and Excel
* Decision making using Excel – Udemy
* Excel shortcuts – Udemy

**ACADEMIC DETAILS**

* PGDM (Operations), Institute of management and technology, Ghaziabad (2018-2020).
* BBA- Bachelor of Business Administration, Guru Gobind Singh Indraprastha University (2015-2018)
* 12th, CBSE, Bharat National Public School (2015)
* 10th, CBSE, Bharat National Public School (2013)

**ACHIEVEMENTS**

* Promoted to Associate senior executive in March 2020.
* Deputed to different project looking at good overall matrix for process upscaling.
* Received Recognition for quality scores for consecutive months May, June, July (2019).
* Received Recognition for quality scores for the month August (2019).
* Received OPS Excellence Award for Q1 (2019-2020).
* Received Performer of the month award in June 2019
* Received Performer of the month award in July 2019.

**PERSONAL DETAILS**

* Date of Birth: 01st August 1996
* Languages Known: English, Hindi, Punjabi
* Marital Status: Single

Sumeet Sehgal