

Sankalp Singh

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SUMMARY OF QUALIFICATIONS

Higher Secondary Certified with Science stream and Two years of intermittent work experience. Possess a sound events background in **Personal , Organizational , Cultural and leisure events. Demonstrated track record of producing relevant, concise analysis in high pressure, time sensitive environment. Possess keen understanding of conceptualized events.**

A highly motivated, productive and customer-focused team player with strong communication, interpersonal, organizational, time management, analytical and problem solving skills. Reliable and dedicated with the ability to grasp and apply new procedures quickly; organize and prioritize tasks to meet deadlines and adapt readily to new challenges

OVERVIEW OF SKILLS AND EXPERIENCE ACQUIRED THROUGH TRAINING

Acquired an excellent set of inter-disciplinary skills related to events in business and corporate environments, including research & development (R&D).

- **Event Infrastructure** – These elements include core people, core concept, core talent, and core structure.
- **Client Acquisition & Relationships** – Utilization of own developed strategies in/or to leverage CRM in order to increase profits, incorporate data analysis that helps you understand and improve these relationships.
- **Strategic Planning** – undertaking organization's vision for the future, goals and objectives as both individual and a group for the upliftment of the company.
- **Financial Component** – Handled Multiple accounts while creating and managing budgets and advising clients on how to effectively run their finances for events
- **Research Methodologies** - conceptual study on market and identifying the target audience, analyzing the market problem and segmentation of product as a solution.
- **Company/Industry Analysis** – management functions component that helps to understand a company's position relative to other participants in the industry.
- Product & Competitor Research where to identify your competitors along with evaluating their strengths and weaknesses of both as a business and their products and services.
- High Level of Microsoft Office proficiency.

EDUCATION

MA GITA MAHESHWARI INTER COLLEGE – Uttar Pradesh
Higher Secondary School Certificate with Science

2021 - 2022

ACHARYA S S GAUTAM HSS PANDHRI HAMIRPUR - Uttar Pradesh
State Board of Uttar Pradesh of Secondary Education with English Language & Social Studies

2019 - 2020

EMPLOYMENT EXPERIENCE

Sapphire Human Solutions , Andheri , Mumbai

June 1st 2023 – July 10th 2023

Manager , Sales Operations .

- Setting Individualistic target with the sales team
- Meeting planned sales goals
- Coordinating with inside sales and lead generation on marketing
- Interacting with numerous clients on a daily basis to better understand their requirements
- Briefing clients on the new events
- Attend meetings in order to record minutes.
- Manage and maintain executives' schedules
- Extended Cold calls to Events clients for acquiring business .
- Lead conversion from numerous marketing channels
- Actively upselling and cross-selling new business to existing/new customers

Teleperformance Global Pvt. Ltd. , Mindspace - Malad West, Mumbai

Nov 1st 2022 – May 27th 2023

Senior Executive – Transunion Voice (USA & Canada)

- Attending Inbound/outbound calls from consumers
- Handling consumer queries revolving credit Score and services
- Keeping and maintaining a report of data and calls
- Attending zoom meetings with USA based clients on zoom
- Mentoring on soft skills and voice processes

Altruist Technologies Pvt. Ltd., Indore

March 23rd 2021 – April 8th 2022

Customer Service Executive – Operations , Voice & Chat (Domestic).

- Handling customer queries through chat and calls
 - Maintaining report on services taken by customers
 - Bridging between clients and The company for services
 - Making outbound calls to sell and promote product/Services
 - Offering quick and comprehended solutions to on-floor support
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ADDITIONAL SKILLS

- Skilled in CRM tools – Sales Force and Horizon 2022 - 2023
- Popular software applications such as Word, Excel, PowerPoint, and Access as well as Internet research and communication tools.
- Communication skills – Fluent English in verbal and with written proficiency and Context Drafting

MENTORSHIP EXPERIENCE

Kana Convent - Higher and secondary Public School

April 10th 2020 – Feb 15th 2021

Mentor

- Provided competent and reliable mentorship to High and Intermediate students within the Educational program, building their Skills ,confidence and encouraging them to become self-reliant.
- Acted as a source of information, encouragement and feedback while guiding students in developing a network of contacts and accessing other resources to facilitate their progress within their academic program

Personal Details

Date of Birth: 17th July 2003

UID : 844417430553

Marital Status: Single

Hobbies: Creative Writing , Poetries and Music.

DECLARATION

I declare that the above furnished information & details are true to best of my knowledge and belief.

Date:

Signature:

Place
