

Saraswati Deepak

Senior Business Development Representative

CAREER OBJECTIVE

Senior Business Development Representative, with 8+ years of experience, Run rate business, partner management, sales operation and corporate accounts for cloud and on premises. Regions handled were APAC, Industries were IT, Telecom and Education Mainly Upselling and cross selling the Training and Certification programs.

Result driven, Team player, Hardworking, Selling and achieving team goal and individual target. Good in multitasking, Network building and contacts in business

WORK EXPERIENCE

Customer Support Representative

**Qness Corp Limited - Deputed to Oracle India Pvt Ltd
Bangalore, Karnataka
Feb 2014-Nov 2019**

Responsibilities:

Business Development Representative

- ✦ Qualifying leads from marketing campaigns as sales opportunities
- ✦ Contacting potential clients through calls and emails. Presenting our company to potential clients. Identify client needs and suggest appropriate products/services
- ✦ Customize product solutions to increase customer satisfaction Build long-term trusting relationships with clients. Proactively seek new business opportunities in the market.
- ✦ Set up meetings or calls between (prospective) clients and Account Executives. Report to the Business Development Manager on (weekly/monthly/quarterly) sales results
- ✦ Stay up-to-date with new products/services and new pricing/payment plans. Study each product offered by the company and be able to persuasively educate and inform customers of how each works and its specifications
- ✦ Understand how to upsell and provide guidance. Build relationships with existing customers, and partners through consistent follow up

Team Support

- ✦ Provide assistance for customer orders, account statuses
- ✦ Provide data and guides to help the sales team and Manage sales tracking tools and report on important information
- ✦ Keep a record of sales trends. Liaise with account managers to develop specific sales strategies
- ✦ Stay up-to-date with new product and feature launches and ensure the sales team is on board
- ✦ Review pending orders and specific customers' requests to ensure excellent customer service and customer experience

CONTACT DETAILS

DS Max Sangam
Sonnenahalli,
Krishnarajapuram
914133-3551
preethi.deepak@ymail.com

SKILLS

Partner Management,
Team Support,
Customer Support
Leadership, Team
Player, Proficient in
MS Office.

Worked on application
such as E-Business
Suite, Java(TM) Web
Start Launcher,
J2ee(GCCA

Application),
GENESYS Workspace
(NGCCA) Oracle
Service Cloud,
Quoting Tool. Apex
(TCS)

LANGUAGES

English
Hindi
Kanada
Marathi
Malayalam
Tamil

INTERESTS

Cooking
Reading

EDUCATION

(B.Com.)
Dr. C.V. Raman
University, Bilaspur
(C.G) June 2013

(HSC)
Karthika High School
& Junior
College,Mumbai
February 2002

(SSC)
Karthika High School
& Junior
College,Mumbai
March 2000

Sales Support

- ✦ Follow over leads a week and develop a closing rate of about 45 percent.
- ✦ Contact customers over the phone and make sure they are happy with the product.
- ✦ Work with employer to develop sales strategy guides that were later distributed to everyone at the sales center.
- ✦ Receive customer complaints, relay those complaints to the proper individual, and check back with customer shortly after to ensure everything was dealt with appropriately.
- ✦ Listen to customer inquiries and offer the best product depending on what the customer needs most.
- ✦ Compiling well maintenance forecast reports in a timely manner.
- ✦ Well maintenance data reports by coordinating with the Directors
- ✦ Provided communication to customers via email and phone

Partner Support

- ✦ Providing timely and thoughtful multi-channel support. Work directly with our Partner Network Management team to resolve Partner issues
- ✦ Manage orders from creation to completion, including monitoring of inbound shipments and facilitating returns from customers
- ✦ Payment follow-up and Promptly respond to inquiries and manage change requests from national clients or Sales Team

Customer Support

- ✦ Maintaining a positive, empathetic and professional attitude toward customers at all times. Responding promptly to customer inquiries.
- ✦ Communicating with customers through various channels. Acknowledging and resolving customer complaints.
- ✦ Knowing our products inside and out so that you can answer questions. Processing orders, forms, applications, and requests.
- ✦ Keeping records of customer interactions, transactions, comments and complaints. Communicating and coordinating with colleagues as necessary.
- ✦ Providing feedback on the efficiency of the customer service process. Managing a team of junior customer service representatives. Ensure customer satisfaction and provide customer support.

Awards & Honors

- ✦ FY19 Q4 Monthly Award Highest Values upsell \$ 20,482. Q4 - \$76 K, 161% target overachieved
- ✦ Fy19 Q3 Individual achievement –Top performer and Hitting the target 53, 078 219.99 % achieved 219.99 % and Upsell DC 88.56 % Highest Amount of Upsell \$ 37,423
- ✦ Fy19 Q2 Monthly Award Highest Value upsell \$ 1208.48. Q2 Team target achieved

Front Desk Executive

**Adeco India pvt ltd - Deputed to Sistema Shyam Teleservices Ltd
Bangalore, Karnataka
June 2013 – February 2014**

Responsibilities:

- ✦ Answer phones and operate a switchboard.
- ✦ Route calls to specific people.
- ✦ Answer inquiries about the company.
- ✦ Greet visitors warmly and make sure they are comfortable.
- ✦ Call persons waiting for visitor and book them a room to meet in.
- ✦ Schedule meetings and conference rooms.
- ✦ Coordinate mail flow in and out of office.
- ✦ Coordinate office activities.
- ✦ Hand out employee applications.
- ✦ Arrange appointments.
- ✦ Collect and distribute parcels and other mail.
- ✦ Perform basic bookkeeping, filing, and clerical duties.
- ✦ Update appointment calendars.
- ✦ Schedule follow-up appointments.

Associate

**Aditya Birla Minacs Worldwide Ltd
Bangalore, Karnataka
October 2010 – April 2012**

Responsibilities:

- ✦ Maintaining a positive, empathetic and professional attitude toward customers at all times.
- ✦ Responding promptly to customer inquiries.
- ✦ Communicating with customers through various channels.
- ✦ Acknowledging and resolving customer complaints.
- ✦ Knowing our products inside and out so that you can answer questions.
- ✦ Keeping records of customer interactions, transactions, comments and complaints.
- ✦ Communicating and coordinating with colleagues as necessary.
- ✦ Providing feedback on the efficiency of the customer service process.
- ✦ Ensure customer satisfaction and provide professional customer support.

Awards & Honors

- ✦ Awarded for Outstanding Call Handling Skills and Receiving Appreciation Call
- ✦ Awarded as Best Associate