

SWETA TIWARI

I am a highly motivated sales professional, with 5.7 year of experience in B to C industries with proven leadership abilities. Enthusiastic and strategic thinking professional experienced in learning and development, CRM, sales, partner handling and sales support. Experienced in SaaS sales and making operational and procedural improvements, and strong problem solving. Demonstrated capability to work both individually and as team through time management, leadership, delegation and negotiation skills



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SKILLS



Sales & Marketing



Communication Skills



Performance metrics



Order Management



Google Workspace



CRM Softwares



Business Writing



Technical awareness



Networking Strength



B2B and B2C Expertise

EXPERIENCE

1) BYJU's | Bengaluru

Business Development Manager

Dec 2021- Dec 2022

- Accountable for setting goals and developing plans for business and revenue growth to meet the biweekly targets and well versed with multiple campaigns.
- With team of 9 BDA's , I have generated a total revenue of approx 2.3 Cr in last 6 months.
- Recognized as the **TOP PERFORMING BDM** and stood on **TOP TWICE** amongst INBOUND IAS Managers
- Conduct reviews for the team members - performance and take corrective actions through auditing, tracking and training sessions to handle inbound phone call from time to time to ensure maximum productivity.
- Managing team's task/activities/relevant information on various company platforms (e.g. LS, CRM, excel, reporting, presentation, conversion reports, sales deals)
- Generate incremental revenue from existing client through renewals, upselling and cross selling by preparing customized presentations and proposals as per customer's needs.

Senior Business Development Associate

Jun 2020-Nov 2021

- Responsible for bringing business and managing sales for K12, CAT, UPSC, and GATE in the B2C sales segment PAN India.
- I was rewarded with **BEST EMPLOYEE OF MONTH - SEPT** and also received goodies worth more than 50k as a token of appreciation.
- Sales proposal, lead management, follow-up, negotiation, and closing sales order punching and payment processing.
- Delivered revenue of 98.5 lakhs in the duration period of 13 months and got recognition thrice in the top 5 BDAs on the regional level.
- Promoted as Team Leader after 11 months and Manager after 13 months as BDA.
- Well versed with sales pipeline, generating leads via cold calling, emailing, and other lead generation activities

CERTIFICATION



CCNA Certified



Business Analyst

EDUCATION



B.Tech -2013-2017
(Information Technology)

Uka Tarsadia University, Surat

CGPA: 9.4/10

LANGUAGES KNOWN

English, Hindi, Gujarati

2) ASTORTECH – STARTUP | Bengaluru

Team Lead

Sep 2019-Mar 2020

- Develop and implement business plans to meet defined business targets for on-boarding new customers with team of 5 people.
- Cold calling, meeting scheduling, requirement gathering, sales pitch, email marketing, presentation sharing quotations, proposals and follow-ups.
- Speaking to decision-makers about software & revenue management services by doing on-site meetings to make suggestions according to customer needs and requirements along with social media handling.
- Monitoring website development, hotel photography and mobile app development to provide hassle free booking experience and increase customer engagement.

3) eZee Technosys Hospitality Solutions | Surat

Channel Sales Executive

Jul 2017-Aug 2019

- Representing eZee & its SaaS products, handling specific countries' regional sales – APAC Countries majorly, and first-level support related to sales or technical queries.
- New partner nurturing after partner acquisition, Partner's agreement, Sales Order, Products Licensing, Follow up from team, keeping records on time.
- Handling customization requests and their order value along with customer relationships and provide appropriate support wherever and whenever required.
- Responsible for on-boarding 50+ hoteliers/month with partners keeping detailed knowledge of products, account records, and contact logs of communications.
- Diligently follow up with all leads with partners to drive new business.
- An active part of **Young Board Team V2** and contributing ideas and solutions implementation for providing a better experience to hoteliers.
- Recognized by the company for on-boarding 31 out of existing 109 customers for new launch products eZee Optimus of F&B business.
- Promoted as Team Leader after 14 months and assisting 3 people under me on the same profile with partner handling.