

OBJECTIVE

To work in an organization where I can enhance my knowledge and give my best to the organization and learn facing challenges.

ACADEMIC QUALIFICATIONS & ACHIEVEMENTS

Degree / Examination	Institution	% / CGPA	Year
PGDM (Finance&Marketing)	Xavier Institute of Management and Entrepreneurship, Chennai	5.68/8	2020
UG (B.Com Honours)	Shri Shikshayatan College,University of Calcutta	61.33%	2017
Class XII, WBCHSE(State Board)	Shri Shikshayatan School,Kolkata	76%	2014
Class X,WBBSE(State Board)	Loreto Day School,Kolkata	73.71%	2012

WORK EXPERIENCE

SurveySparrow Inside Sales Associate (June 2020 – January 2022)	<ul style="list-style-type: none">Managing the accounts of customers from UK and EU region.Understand customer pain points, requirements and correlate SurveySparrow solutions and customer requirements.Identify and qualify new customers coming from our inbound lead funnel.Making cold calls to leads newly generatedDeveloping strong relationships with customers, connecting with key business executives and stakeholders.Document all pertinent customer information and conversations into the CRM systemRespond, engage and qualify inbound leads and inquiries.Execute planned sales activities and develop a target list of high potential new customers.Resolve customer complaints regarding sales and services.Achieve monthly & quarterly quotas.Perform effective online demos to prospects.Manage customer queries on Call, Intercom, and email.Respond to RFI's/ RFP's.
TecHelium Info Systems Business Development Executive (January 2022-April 2022)	<ul style="list-style-type: none">Lead/demand generationFormulate innovative strategies to maximize leadsRun E mail campaignsMaking outbound calls to target prospects in west coast of USA (Bay Area)Market Research and data miningMeet weekly / monthly targets
Linksoft Technology Solutions (May 2022-November 2022)	<ul style="list-style-type: none">Responsible for acquiring Direct clients in the US market.Adept at Mining and Mapping the companies in the SME Segment whilst building a contact database that can be leveraged to get into new partnerships.Conduct email marketing campaignsSend carefully crafted emails to prospects in North America, respecting their time zones.Working on the development, execution, and evaluation of effective sales strategies.Have a thorough understanding of marketing and negotiating techniques.Arrange calls/meetings for senior management with prospective clients.Coordinating with a dedicated team on daily basis
360 Degree Cloud Technologies (Nov 2022-Present)	<ul style="list-style-type: none">Achieve sales by selling Salesforce solutions into enterprise accounts and within an assigned geographical or vertical market (APAC)Manage the entire sales process to ensure delivery against key performance metrics, with emphasis on new business sales, while expanding existing accounts.Pipeline development through a combination of cold calling, email campaigns and market sector knowledge.Manage the end-to-end sales process through engagement of appropriate resources such as Sales Engineers, Professional Services, Executives, Partners etc.

SUMMER INTERNSHIP PROJECT

IndusInd Bank (Apr 2019 – June 2019)	<ul style="list-style-type: none"> Studied the present sales trend of LAP product of IndusInd Bank. Visited direct selling associates for survey about the LAP product. Conducted review mechanism of the product. Determined the reasons impacting the sales of LAP using SPSS and MS Excel. Conducted Twitter sentiment analysis using R for IndusInd Bank services. Result-Submitted my report to the Zonal Credit Manager,South-2.After analyzing my report the major challenges faced by the channels were identified and special training program was developed for the Area Sales Managers for handling the channels and identify new channels.
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LIVE PROJECT

IndusInd Bank (Feb 2019 – March 2019)	<ul style="list-style-type: none"> Studied LAP(Loan Against Property) product of IndusInd Bank Analyzed profile of loan applicants. Determined the reasons of rejection of files. Determined the reasons of acceptance of files. Thematic analysis on customer complaints. Result-Submission of my report of branch wise analysis of customer reviews to the customer grievance handling team and implementation of techniques to improve the performance of branch employees.
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PROJECT

Graduation	<ul style="list-style-type: none"> Ratio analysis of Ashok Leyland from 2011 to 2016 -Determined the financial position of the company on the basis of liquidity, solvency, turnover and profitability ratios.
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POSITIONS OF RESPONSIBILITY

Core Member,Finance Club of XIME Chennai	Analysed various financial scams and concepts and presented to the students.	(2018-20)
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EXTRA-CURRICULAR ACHIEVEMENTS

Participation in social work	Served as a volunteer in an NGO, Emmanuel Ministries, Calcutta in the government project of 'Shelter for urban homeless poor' undertaken by them.
Achievements in sports	<ul style="list-style-type: none"> Second runner-up 50m freestyle swimming (COLLEGE) Second runner-up in 100m relay (SCHOOL)

PROFICIENCY

Analytical & Visualisation Tools	Proficient in MS Office (Excel, Power Point and Word), Tableau,Hubspot,Intercom,LinkedIn Sales Navigator,Lusha
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PERSONAL DETAILS

Gender	Female
Marital Status	Married
Nationality	Indian
Passport No.	Z6629525
Language known	English, Bengali & Hindi