

Suman Saurabh Nanda

A multi-faceted professional, targeting opportunities in
Customer Relationship Management/ Inside Sales /Business
Development/ Clinical Data Research Role with an organization
of high repute.



✉ : sumansaurabh.nanda@yahoo.in,
ssn.sonu13@gmail.com
☎ : +91-7406813268,
+91-7892464752



PROFILE SUMMARY

- ❖ A competent professional with over 8 + years of experience in Customer Relationship Management, Business Development, Inside Sale, Order Management and Clinical Data Management
- ❖ Expertise in SFDC and CRMs such as Salesforce, Microsoft Dynamics, Oracle CX and Zoho
- ❖ **Leveraged skills** in identifying sales opportunities across different industries and sectors by conducting trend analysis to understand user needs and translating them into solutions that save time, eliminate redundancies, and improve quality
- ❖ Capability in managing cross-functional teams to formulate sales **go-to-market strategies** by using insights to develop and implement profitable strategies to bring a resultant increase in customer satisfaction.
- ❖ Resourceful in providing **value-added customer service**, ensuring quality and service norms by mentoring & guiding the team members with requisite training
- ❖ Refined the sales process and ensured that the sales team worked effectively and prioritized workloads; nurtured and led **Business Development Teams** in sourcing, managing, and implementing new business opportunities
- ❖ **An effective communicator with strong relationship management skills** with the capability to relate to people at any level of business and management across the globe; possess excellent analytical and negotiation skills



CORE COMPETENCIES

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|--------------------------------------|---------------------------------|----------------------------------|
| ➤ Sales & Business Development | ➤ Liaising and Coordination | ➤ Business Analysis & Consulting |
| ➤ Customer Relationship Management | ➤ Order Management | ➤ Sales Pipeline |
| ➤ Process Development & Improvements | ➤ Cross-functional Coordination | ➤ Team Management |



SOFT SKILLS



EDUCATION

- B.Tech. (Electronics & Telecommunication) from Konark Institute of Science & Technology, Bhubaneswar, BPUT, Odisha in 2009
- 12th from Narayana Junior College, Hyderabad, BIE, Andhra Pradesh in 2004
- 10th from De Paul School, Berhampur, ICSE Board, New Delhi in 2002



CAREER TIMELINE





WORK EXPERIENCE

Jan'19-Present with TE Connectivity India Services Pvt. Ltd., Bengaluru as Senior Associate- Sales, CRM

Key Result Areas:

- Managing complete sales cycle (Prospecting and Initial Contact with leads, Qualifying the leads, Needs Assessment on leads, Sales Pitch or Product Demo to leads, Proposal and Handling Objections, Closing, Following Up, Repeat Business & Referrals.)
- Hands on experience in Microsoft Office Suite.
- Doing Client visit
- Executing sources through inbound lead follow-up and outbound cold calls and emails
- Recognizing customer needs and requirements and formulating close sales & achieving monthly targets
- Providing opportunities to the appropriate sales executives for further development and closure
- Identifying and researching accounts and generating interest
- Maintaining and expanding database of prospects within assigned territory
- Interpreting and analyzing team with channel partners to build pipeline and closing the deals
- Performing effective online demos to prospects
- Steering efforts in Order to Cash processing including sales order entry, delivery creation, and invoicing
- Customer order management and Customer master data set up & change requests.
- Monitoring customer orders in SAP and executing customer inquiries through phone, fax, e-mail, or web.
- Preparing invoices as per customer specific requirements & process returns
- Perform troubleshoot on all sales orders and assist to identify and execute various enhancement to all management process
- Ensure compliance to all company and business policies and administer all open sales order and ensure appropriate order flow

Dec'17-Dec'18 with INNstant Group, Bengaluru as Sales Manager

Key Result Areas:

- Represented Business Development & Inside Sales; achieved growth and sales target by successfully managing the sales team
- Implemented a strategic sales plan to expand the company's customer base
- Managed team of three members of the sales department
- Explained about products and services as per client's queries
- Analyzed, planned, organized, and delegated the tasks to meet deadline and quality requirements

Sep'11-Dec'17 with iDivyam BPO Services Pvt. Ltd., Bhubaneswar as Senior Client Service Executive

Key Result Areas:

- Acted as clinical data entry associate and entered computerized patient records and clinical trial data
- Effectively assisted clients from different geographic areas (EMEA, APAC) and delivered prepared sales scripts to persuade potential customers
- Executed Data Processing, Email Management and skilled in Microsoft Office
- Played a key role as SPOC (Single Point of Contact) with clients through email, phone or chat.
- Conducted online research for tasks to acquire results and present them in a manner that meets the expectations of internal/external clients.
- Maintained customer record in database for B2B and B2C processes
- Made Outbound, Inbound & Cold Calling



Extracurricular Activities

- Organized event in all school and college Annual day functions and other technical events
- Participated in various competitions (Essay Writing, Vocabulary Test, Speech Giving)



IT Skills

- **Operating System: Windows 2010**
- **Packages: MS-Office**
- **Database: RDBMS**



PERSONAL DETAILS

Date of Birth: 14th October 1986

Languages Known: English, Hindi & Odia

Address: Bengaluru