** Name : Srujana**

[**Srujana.350220@2freemail.com**](mailto:Srujana.350220@2freemail.com)

**PERSONAL SUMMARY**:

- A results driven, committed and articulate sales representative with excellent communication skills and a high level of customer commitment. Multi-skilled with the ability to plan & manage territory and also maintaining & developing existing and new customers through ethical sales methods and consistent high customer service. Possessing a good team spirit, deadline oriented. Now looking forward to a making a significant contribution in a ambitious and exciting company that offers a genuine opportunity for progression.

**WORK EXPERIENCE:**

**Financial Services Company- SBI as an (INTERN) June ’16-December ’16**

-Contacting prospective clients, assessing their requirements then selling them the company’s products and services that match their needs.

- Also responsible for maintaining ongoing relationships with customers to foster repeat business.

**Duties:**

- Working as a part of the sales team to develop both new and existing markets

- Liaising with customers & the dealer network to answer and resolve their queries.

Identifying and then researching potential leads and opportunities.

- Constantly developing existing sales processes which will generate sustainable growth.

- Collecting all the information required to create a request for an estimate.

- Writing accurate & informative sales reports and documentation.

-Contacting prospective clients by phone and email, identifying the customer's needs.

- Evaluating competitor activity and developing appropriate responses.

-Attending sales appointments at clients premises

- Attending trade shows and exhibitions when required.

- Cold calling potential clients via telephone or personal visit.

- Making appointments to meet new and existing clients.

**Amazon – Development Center, Hyderabad, India August’15 – January’16**

**Customer Service Associate**

+ Prepares for customer inquiries by studying products, services, and customer service processes.

+ Responds to customer inquiries by understanding inquiry; reviewing previous inquiries and responses; gathering and researching information; assembling and forwarding information; verifying customer’s understanding of information and answer.

+ Records customer inquiries by documenting inquiry and response in customer’s accounts.

+ Improve quality service by recommending improved processes; identifying new product and service applications.

+ Assisting customers in making a decision about a product or service to buy.

+ Processing new client account, maintaining customer accounts, implementing changes to existing accounts, and filling documents and other paper work.

+ Updates job knowledge by participating in educational opportunities.

+ Responding approximately to customer questions and comments.

**Image Broadcasting, Hyderabad, India May ’14 – June ‘14 Copy Editor (Intern)**

+ Edited, rewrote, and proofread broadcasting letters to ensure correctness, quality communication and problem solving.

+ Met and exceeded all quotas set by company for quality control.

+ Maintained strict confidentiality of company newsletters/broadcasting documents and client information’s.

+ Adhered to all compliance guidelines. + Achieved 125% productivity and 100% accuracy ratings.

**KEY SKILLS AND COMPETENCIES:**

Good communication skills and a excellent telephone manner. Able to sell to large and small clients. Proven experience in launching new products. Have a professional style of communication & ability to build rapport with prospective customers.

**ACADEMIC QUALIFICATIONS:**

St. Francis College for Women, Hyderabad 2016 (Passed with First Class)

Bachelor of Arts

Board of Intermediate Education, AP 2013 (With 81% Aggregate)

10+2 Intermediate