 Suraj

Business Development Sr.Executive with broad background in operations, project and risk management. Enthusiastic team player dedicated to process improvements and staff development.

With Sales experience of 7 years and having promoted a variety of consumer products in United Kingdom [UK] and Australia [AU], I have created a niche for myself in this field. I have the talent to develop business strategies, oversee sales management, and bring in new and creative promotional methods to overshadow competitors

# EMPLOYMENT

04/2016 - present SR. Business development executive & support trainer –

*Dot Mappers – [Bangalore, Karnataka].  Traffic Radius - [Australia]*

*{B2B SALES OF SEARCH ENGINE OPTIMIZATION & WEBSITES}*

• Maintaining fruitful relationships with existing customers

• Following up new business opportunities and setting up meetings

• Provided training to new employees and internal/external clients on effective

quality call handling and business etiquette.

• Planning and preparing presentations on the product portfolio, sales approach,

sales platforms and phone systems.

• Successfully managed a team of 22 outbound calling representatives and

provided constant feedbacks

• In charge of development and implementation of a customer service

department

07/2015 – 03/2016 Team leader–

*Bemak Info Tech – [Bangalore, Karnataka].  Direct mobiles - [UK]*

*{B2C SALES OF MOBILE PHONES & INSURANCE}*

• Monitored calls and transactions exchanged with external customers

• Manage the flow of day-to-day operations

• Monitored and reviewed agents and supervisors performance

• Exceeded sales goals by at least 40 % for 3 quarters in a row.

• Assist with placement of orders, refunds, or exchanges.

07/2013 – 06/2015 sme & group leader –

*Ways 2 Save- Bangalore, Karnataka.  Energy helpline - [UK]*

*{B2C SALES OF GAS AND ELECTRICITY}*

•Create an inspiring team environment with an open communication culture

• Set clear team goals , delegate tasks and set deadlines

• Monitor team performance and report on metrics and involved in feedback

• Assumed ownership over team productivity and managed workflow to meet or

exceed quality service goals.

• Facilitated training and development programs for existing agents

08/2010 – 07/2013 Customer service representative & sme –

*Selfinity Solutions- Bangalore,  Karnataka,  Energy Savers - [UK]*

*{B2C SALES OF INSULATION PRODUCTS}*

• Make outbound customer calls to promote and sell a product or service.

• Create, maintain and update database of customers with complete information and emails.

• Ensure customer follow-up all the time.

• Send or email product literature, brochures, catalogs and other campaign material.

• Maintains accurate daily record of sales in sales tracker.

• Spend 30 minutes to one hour monitoring the agent

# EDUCATION

2017 **Dr. CV Raman University - Bangalore** –

Bachelors in Computer Application

2010 **V.E.T B.V.L Polytechnic – Bangalore** –

Diploma - Electronics and communication Engineering

2007  **Vivekananda Educational Center** –

Karnataka Secondary Educational Board, SSLC

# Skills

Communication & Interpersonal

Negotiation & Persuasion

Customer Handeling

Upselling

Decision Making

Team Management

Analytical Skills

Technical knowledge

Coldcalling

# Personal Info

Address Union,Dubai

Visa Status Visit

Phone C/o 971501685421

Citizen Ship Indian

Email [suraj.377785@2freemail.com](mailto:suraj.377785@2freemail.com)

Date of Birth 05/09/1990

Place of Birth Bangalore

Languages Known ENGLISH, HINDI, KANNADA, TAMIL AND Telugu

# Achievements

2017 REWARDS AND GOODIES–for meeting targets consistently

2016 REWARDS AND GOODIES–for meeting targets consistently

2015 BEST PERFORMANCE (TA) – Sales and Quality

2014 BEST PERFOMER OF THE YEAR – Sales

2013 BEST PERFOMER OF THE YEAR – Quality Date of Birth

2011 BEST SALES Team

2010 BEST SALES PERSON

# Declaration

I here by declare that the information given above is true to the best of my knowledge and belief.

Date: Regards

Place: Suraj