 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

 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