

Shantanu viswakarma

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Noida

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Sales Professional

Client Interface / Team Management / Relationship building

PROFILE

- Dynamic and dedicated Sales Professional with over 4 and a half years of extensive experience in Sales, Customer Service and marketing in the BPO industry.
- Customer-**oriented approach** and target focused with a high degree of perseverance reflected in understanding customer needs and providing recommendations.
- Effective multitasking capability with a **positive attitude** in taking up challenges and delivering exemplary results under conditions of pressure.
- Adapt in interpersonal skills in **influencing customers** with persuasive communication with the intent of converting queries to sales.
- Possesses **leadership skills** and exudes enthusiasm and confidence in coaching and managing teams.
- Proficient in the following: Operating Systems - Windows NT 4.0 / 2000, Windows 95/ 98, XP,VISTA, Windows 7.
- Has in-depth working knowledge of Microsoft Excel ,word and open office .

🕒 Client Interface	Training & Development	Team Supervision
Attrition Control & Retention	Operational Activities	Relationship Management

PROFESSIONAL EXPERIENCE

Connect India Digital Private Limited.

Noida, India

Connectindia is India's largest telecom consumer empowerment engine. It

represents a paradigm shift in the way consumers buy mobile and internet services, by putting the power to choose in the hands of the consumers. Our highly advanced algorithms compare thousands of mobile and internet plans across all operators to help you cut on your bills. Our consumer-powered network finder tool helps you see network strength of any operator in your area.

Our e-commerce is fast, efficient and extremely consumer friendly. We are the biggest telecom channel in India, with physical presence in more than 35 cities, and tie-ups with leading operators

such as [Idea](#), [Reliance](#), Tata Teleservices, [Tata Docomo](#), [MTS](#) and [Airtel](#). With more than 100,000 customers, [Connectindia](#) is also India's biggest consumer sales channel.

Our parent company, [Vriti Infocom](#) is an IIT-Alumni started enterprise. It has been funded by Intel Capital and JAFCO Asia.

India Mart Gurgaon(B2B)

[IndiaMART](#) is India's largest online B2B marketplace, connecting buyers with suppliers. With 60% market share of the online B2B Classified space in India, the channel focuses on providing a platform to Small & Medium Enterprises (SMEs) [Large Enterprises](#) as well as individuals. Founded in 1999, the company's mission is 'to make doing business easy'.

CURRENT WORK PROFILE:

My wish Marketplaces PVT LTD.(Noida)

WishFin is a platform run by Mywish Marketplaces Private Limited (MMPL). MMPL has pioneered financial marketplaces in India. It runs neutral financial marketplaces that leverage its proprietary technology to intermediate between the banks and customers seeking banking products. MMPL operated websites include WishFin and Deal4loans. MMPL has close to 10 Million customers and has always attempted to help its customers fulfil their wishes by helping them make "Responsible Financial Decisions".

Team Manager from 8 Sep 2016 to Till Date

At Fullerton india Personal Loan Process
Kotak Bank Personal Loan Process
Bajaj Flexi Loan Process

Job Responsibility:

- Handling new client enquiries and acting as the face of the business.
- Dealing with and resolving problems and issues which arise.

- Working with the sales and marketing team to drive sales forward.
- Mentoring and training up junior and new staff.
- Monitoring & reporting on standards & performance targets.
- Arranging & chairing weekly team meetings, focusing on targets & achievements.
- Implementing new initiatives.

Key Responsibility and competencies

^ KEY SKILLS AND COMPETENCIES

- ^ Proven ability to manage through others.
- ^ Strong decision making and problem solving skills.
- ^ Able to motivate and lead others in a team environment.
- ^ Excellent communication skills, both written and verbal.
- ^ An ability to build rapport and trust quickly with work colleagues.
- ^ Able to priorities tasks and workloads in order of importance.
- ^ Track record of delivering results with deadlines.
- ^ Shift scheduling, and Rostering.

Projects Undertaken

- TATA Teleservieces - Selling Data cards, GSM Services, CDMA Services across India.
- Reliance Telecommunication
- MTS Datacard (SSTL Telecom)
- Idea Cellular

Experience

Connectindia Digital Pvt Ltd.

Sales Advisor - 16 (8 Jan 2010 to - July 2013)

My Wish Market Place Pvt LTD - 8Sep 2016 to Till date

Job Responsibility:

- Queue management.
- Target oriented and probability maker
- Simultaneous coaching on live calls.
- Taking escalation calls from customers.
- Report-making and evaluation.

Total working Experience :- 6 years (joined on 18 Jan 2010 as sales advisor , get promoted as Management Trainee on July 2011 after one year again promoted as Team Leader on July 2013 in same organization .

EDUCATION & PROFESSIONAL DEVELOPMENT

Educational Qualification:

Graduate (BA)

PERSONAL DETAILS

DOB:- 14/04/1990