

Inside Sales Executive

Anoop Kumar Jaiswal

Professional summary

Dynamic and results-driven professional with over 2+ years of experience in the field of Inside Sales. Proven track record of exceeding targets through developing successful sales strategies, building strong relationships with clients and leveraging effective communication skills. Demonstrated ability to effectively identify and capitalize on new opportunities. Possess strong analytical skills, ability to think strategically and adeptness in problem solving. Adept at leveraging market trends, data analysis, customer insights to drive sales growth and exceed expectations. Known for being a positive and enthusiastic team player with exceptional customer service standards. Skilled in CRM systems such as Salesforce, MS Office Suite and Outlook.

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Experience

Customer support

July 2022 - July 2023

Transsion Sales PVT LTD / India, Noida

As a Customer Support Representative at Transsion Sales PVT LTD, I was responsible for providing exceptional support to customers across India. I handled a high volume of calls and emails, resolving issues and addressing inquiries in a timely and professional manner. My strong communication skills and ability to stay calm under pressure allowed me to consistently deliver a positive customer experience.

- Responded to customer inquiries via phone and email
- Assisted with product troubleshooting and technical support
- Resolved customer complaints and concerns effectively
- Maintained detailed records of customer interactions
- Collaborated with cross-functional teams to improve processes
- Received positive feedback from customers for outstanding service

Senior Education counsellor

July 2023 - Now

GIRNARSOFT EDUCATION PVT LTD / India, Gurgaon

As a Senior Education Counsellor at Girnarssoft Education Pvt Ltd, I was responsible for providing guidance and support to students in their academic and career pursuits. I worked closely with students and their families to understand their goals and provided personalized counseling to help them make informed decisions about their education.

- Conducted one-on-one counseling sessions with students
- Developed and implemented strategies to improve student retention
- Facilitated workshops on career planning and goal setting

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India, Gurgaon

Education

10th

2014 - 2016

Mordern Public School Balrampur

India, Balrampur

12th

2017 - 2019

M.P.P. Public School, Balrampur

India, Balrampur

Diploma in Engineering


2019 - 2022


Government Polytechnic kanpur

India, Kanpur Nagar

Skills

Prospecting 

Cold Calling 


Relationship Building 

Closing Skills 

Time Management 

Customer Service 

Product Knowledge 

Analytics 

Networking 

Market Knowledge 

Languages

 Hindi  English

- Collaborated with universities and colleges to organize educational events

Hobbies

- ◆ Reading
- ◆ Traveling
- ◆ Bike riding