

SHIKHA SINGH

HR Recruiter

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SUMMARY

Highly-motivated Tele sales Executive with experience in B2C and B2B sales. Skilled in persuasion and negotiation to win clients and achieve profitable outcomes. Confident Tele sales Executive thriving in fast-paced, high-turnover sales environments. Builds customer rapport quickly to close deals within target call times. Enables department success through committed teamwork.

EDUCATION

08/2018- 08/2022 **B.Tech with CSE**

Roorkee Institute of Technology

- Completed Bachelor's Degree from Roorkee Institute of Technology with 8 CGPA.
- During College had participated in multiple events and joined multiple groups such as:
- Secured first position in the event of KABADI.
- Secured first position in the event of KHO-KHO organized by SWAR.

EXPERIENCE

09/2023 -03/2024 **Relationship Manger**

Sooksham Work Wing

Work Description

- Building and maintaining positive relationships with customers.
- Identifying opportunities for business growth.
- Resolving customer complaints efficiently.
- Providing knowledgeable advice to clients.
- Guiding clients in their decision-making process and building long-term relationships.

09/2022- 06/2023 **TSE**

Adroit Synergies Pvt

Work Description

- Conducted outbound sales calls to potential customers, promoting a range of telecommunications products and services.
- Effectively communicated the features and benefits of products to persuade customers and close deals.
- Consistently met and exceeded monthly sales targets, resulting in recognition as a top-performing sales executive.
- Built and maintained strong customer relationships, addressing inquiries, and resolving complaints promptly
- Utilized CRM software to track leads, update customer information, and manage sales pipeline efficiently.

SKILLS

Sourcing, Screening, Data Entry, Script Calling, Cold Calling, Communication Skill, Written Skills,

Interpersonal Communication Organization and Time Management