

# Ashish Tiwari

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## SUMMARY

Results-driven sales professional with 2+ year of experience in various sales roles. Demonstrated expertise in digital sales, client relationship management, and achieving sales targets. Proven track record of success in selling retail products and delivering exceptional customer service.

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## EXPERIENCE

### Senior Executive - Inside Sales

#### Info Edge (India) Limited

September 2024 - Present, Noida

- Built and maintained relationships with 30+ **existing customers monthly**, identifying opportunities to upsell premium products through emails, calls, and live chats.
- Researched customer needs and provided tailored premium product recommendations, increasing customer satisfaction by **20%**.
- Sourced new sales opportunities via **100+ inbound and outbound calls/emails daily**, driving a **15% growth in lead conversions**.
- Conducted 20+ **online product demonstrations monthly**, effectively highlighting product benefits and securing new sales.
- Negotiated and closed sales deals, consistently achieving **120% of monthly sales targets**.
- Proactively stayed updated on industry trends, products, and competitors, improving client interactions and market positioning.

### Sales specialist

#### Concentrix

December 2023 - May 2024, Gurugram

- Actively connect with potential clients through calls, emails, and other channels.
- Qualify leads by uncovering their talent acquisition challenges and aligning them with LinkedIn solutions.
- Craft presentations that address specific client needs and pain points.
- Nurture leads, track progress, and seamlessly transition them to the sales team.
- Clearly explain the value of LinkedIn Talent Solutions with exceptional communication skills.
- Utilize CRM data to manage leads, optimize strategies, and boost conversion rates.
- Demonstrate a track record of exceeding lead generation and qualification goals.

### Associate Senior Executive

#### Info Edge (India) Ltd

March 2022 - November 2023, Noida

- 1. Executive (March 2022 - April 2023):
  - Proven track record in achieving sales targets and building client relationships.
  - Expertise in identifying market opportunities and executing sales strategies.
  - Proficient in CRM tools and sales software for efficient sales pipeline management.
  - Committed to delivering exceptional customer service and providing tailored solutions.
- 2. Associate Senior Executive (April 2023 - November 2023):
  - Promoted for exceeding sales goals and demonstrating exceptional performance.
  - Conducted effective cold and hot calling campaigns to identify potential clients.
  - Engaged in consultative selling, actively listening to understand client needs.
  - Skilled negotiator, addressing objections and ensuring win-win outcomes.
  - Managed client retention, renewal, and handled team escalations effectively.

### Digital Officer Sales

#### Teleperformance Global Services Pvt Ltd

July 2021 - March 2022, Noida

- Sold Axis Bank retail products, including credit cards, insurance, accounts and etc .
- Achieved over 200% of target in September 2021.
- Engaged with customers via phone calls.
- Listened to customers' needs and provided relevant product information.
- Demonstrated strong understanding of product features, benefits, and terms.
- Utilized persuasive communication skills to highlight product advantages.
- Built and maintained customer relationships through follow-ups and addressing concerns.
- Guided customers through application and enrollment processes.

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## EDUCATION

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### **Post Graduation Diploma in Computer Application**

Swami Vivekanand Subharti University

### **Bachelor of Arts**

University of Allahabad

### **Higher Secondary Certificate (HSC)**

Kendriya Vidyalaya IFFCO Phulpur

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## SKILLS

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Skills: Teamwork · Negotiation · Sales · Customer Relationship Management (CRM) · Business Development · Consultative Selling · Cross-Selling · Upselling · Cold and Hot Calling · Team Leadership · Sales Strategy Development · Communication · Contract Renewal