

Sunita Lohiya

Team Leader Cum Sales Specialist in Sales

Location: Gurugram, Haryana, India

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Professional Summary

Dynamic and results-driven Team Leader with over 9 years of experience in sales and customer service within the education management and retail industries. Proven expertise in managing teams, driving sales performance, and enhancing customer satisfaction. Adept at developing and executing sales strategies, training staff, and fostering a culture of continuous improvement.

Education

Indira Gandhi National Open University

Bachelor of Computer Application, Computer/Information Technology | Grade: A

Skills

- **Communication Skills:** Proficient in verbal and written communication, effectively conveying complex information to diverse audiences.
 - **Soft Skills:** Strong interpersonal skills including empathy, active listening, and collaboration.
 - **Retail Management:** Experienced in optimizing sales performance and enhancing customer satisfaction.
 - **Customer Service:** Expert in delivering exceptional customer service and resolving issues promptly.
 - **Management:** Adept at managing teams, projects, and resources efficiently.
 - **Sales:** Proven track record in identifying opportunities, developing strategies, and closing deals.
 - **Domestic Sales:** Specialized knowledge in the domestic market and consumer behavior.
 - **Training:** Skilled in designing and delivering training programs in soft skills and technical subjects.
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Achievements

- Recognized as a Top Performer at Protouch, demonstrating exceptional sales performance and team leadership.
- Consistently achieved sales targets and received positive feedback from clients and colleagues.

- Awarded with **Employee of the Month** certificate in **each month**
 - Awarded with **Top Performer of Champions Club**
 - I was qualified for fully one **International Trip to Phuket**
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Certifications

- Certified Trainer in **Soft Skills**
 - **Sales Management** Certification
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Protouch

Team Leader/ Sales Specialist

Gurugram, Haryana, India | June 2020 - Present

- Lead and manage a team of sales professionals to achieve and exceed sales targets.
- Develop and implement effective sales strategies and training programs.
- Monitor team performance and provide regular feedback to ensure continuous improvement.
- Foster a positive and productive team environment, encouraging collaboration and innovation.
- Taking care of Induction Trainings
- Handling Level 1 Interview and sharing the feedback with HR
- Taking Care of IIM MBA admissions and application
- Handling B2B sales

Educonverge Gurgaon

Senior Counselor

Gurgaon, India | July 2018 - March 2020

- Handled counseling for Python, Data Science, Machine Learning, and other courses.
- Achieved and exceeded sales targets through effective client engagement and relationship management.
- Provided training and support to new counselors to enhance their sales capabilities.

EduPristine

Senior Counselor

Delhi, India | May 2017 - July 2018

- Worked as a counselor, consistently achieving sales targets through hard work and dedication.(CFA, FRM , USMLE, ACCA)
- Provided excellent customer service and support, ensuring high levels of client satisfaction.

NIIT Foundation

Softskill Trainer

Gurgaon, Haryana, India | March 2015 - June 2017

- Designed and delivered soft skills training programs to students and professionals.
 - Played a key role in enhancing the communication and interpersonal skills of trainees.
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Professional Affiliations

- Member of the National Association of Sales Professionals
 - Member of the Association for Talent Development
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Languages

- English (Fluent)
 - Hindi (Native)
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Personal Information

- Date of Birth : 05/11/1991
 - Languages Known : Hindi and English
 - Permanent address : Flat no.19, Ashish Lohiya Apartment, Ground floor, N. D. 110047.
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Extra Curriculum Activates

- I love cooking
 - I like to learn new Things
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Declaration

I hereby declare that all the information mentioned above is true to best of knowledge.

Date: -

(Sunita Lohiya)

Place:-