Prasenjeet Ghosal

(T O N Y)

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EXPERIENCES

FUTWORK [Sales Team Lead]

(Sep 2023 – Current)

- Managed a team of 10 agents virtually for a pre-sales process for an international ed-tech client. (Codeyoung)
- Led a team of more than 50 agents to manage **user support** for a leading streaming service.Developed and implemented strategies to improve team productivity. (StageOTT)
- Led a team of more than 30 telesales agents **to drive** revenue commitments for an ed-tech client. (Adda247)

FUTWORK [Telecaller / BDR]

(Nov 2022 – Feb 2023)

- **INTERNATIONAL CLIENT (REALSAGE)**
  - Reached out to potential clients through cold calls and email automations.
  - Scheduled Business Meetings

(Constantly honing my effective communication and persuasive skills enabled me to secure appointments with decision-makers at key accounts, ultimately driving revenue growth and expanding the customer base).

TELEPERFORMANCE

(Sep 2023)

- Cleared all interview rounds & got selected for a **Sr CSE Role.**

FUTWORK [Freelance]

(May 2021 – July 2022)

- International Process : **Piggyride, BrightChamps**
- Worked in multiple projects for companies such as **Able Jobs, Viacom, Upgrad, Graphy, Teachmint, Pickrr, Pagarbook & Growth School.**

HARD SKILLS

Deploying Webapps experimenting with industry standard tech such as

- ReactJS with Tailwind / Bootstrap / Custom CSS
- MaterialUI / Ant Design / Font Awesome
- Redux & Redux-Toolkit
- MongoDB
- ExpressJS (NodeJS)
- ThreeJS

SOFT SKILLS

Previous experience in Customer Support enabled

- Brainstorming solutions to solve real life problems.

- Achieving awesome communication skills and proper fluency over English (American/British/Indian)

EDUCATION

Holy Cross School, *Chandankiyari, Bokaro*

(April 2011 - March 2018)

- *High School :* **91%**

Holy Cross School, *Chandankiyari, Bokaro*

(April 2018 - May 2020)

- *Higher Secondary School :* **91.2%**

"Achieved #Rank1 in all over the school"

AWARDS

Tech Support from Google
Coursera

Intro to HTML5 & CSS3
Coursera

PROGRAMMING LANGUAGES

Javascript & a bit of Python