

Chandra Prabha Singh

SR. BUSINESS DEVELOPMENT ASSOCIATE



To secure a challenging position that utilizes my experience, while allowing me the opportunity to grow professionally. I offer strong sales and management skills to develop leadership and integrity, oral and written communication and presentation skills, functioning well both independently and collaboratively with an outgoing personality. My goal is to become a valued asset for the company.

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WORK EXPERIENCE

Associate-Counseling

PhysicsWallah Private Limited

02/2023 - Present

Achievements/Tasks

- **Assigned as Mentor** in the team, to train new members of the team and supervise their work.
- Provided exceptional customer service to inbound customers, ensuring their needs and concerns were addressed promptly and professionally.
- Managed a high volume of inbound and outbound calls, efficiently resolving customer issues and ensuring a positive experience for each caller.
- Developed effective strategies to handle challenging customer interactions, resulting in increased customer satisfaction scores by 20% Collaborated with cross-functional teams to identify and implement process improvements, leading to a 15% reduction in average call handling time.

INSIDE SALES ASSOCIATE

Byjus (Think & Learn Pvt. Limited)

08/2022 - 02/2023

BANGALORE

Achievements/Tasks

- Good Interpersonal Communication skills. (Face to face and Telephonic conversations)
- To identify potential leads and counsel them regarding product. Proved successful working within tight deadlines and a fast paced atmosphere.
- Helps company to boost growth and sales. Conduct market research, develop business strategies, build client relationships, and identify new business opportunities
- Post Sales Engagement, Retention, Key Account Management, Finops Process Post Sales.
- Regions worked for- Domestic and few times internationally
- **Total Revenue Achieved- 23Lacs**

PRE SALES

Byjus (Think & Learn Pvt. Limited)

03/2022 - 08/2022

Achievements/Tasks

- Responsible for bridging the gap between the Customers and the Sales Team, building the foundation for easier Sales Understand Customer profiles & Problems to explain the implication of current learning methods.
- Building never-ending relationships with new and existing customers, Recognising prospects and fetching appointments for further business.

SKILLS

Sales

Excel

Data interpretation

Adaptability

MS Office

Time management

critical thinker

Goal oriented

problem solving

CRM

LeadSquared

Merrito

Conflict resolution

ACHIEVEMENTS

Assigned Mentor for the team of 36 associates (2023)

PW Performer of the Month (10/2023)

Awarded Highest Revenue Punched in December month (2022)

Awarded Highest Revenue Punched in November month (2022)

5 times awarded as performer of the month award. (2022)

EDUCATION

Central University Of Allahabad (2021)

Graduation- BA

LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency

INTERESTS

Social Media

Public Speaking

Building Relations

Travelling