

# NADIYA SRINIVASAN

*Senior Sales Consultant*

High performing sales professional with over 2 years' experience in telecom industry. Known for contributions of territory growth and for being focused on customer satisfaction. Extensive outside sales experience with proven ability to manage and grow customer relationships to expand customer base. Superior time management and organization skills.

## Contact

### Address

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## Skills

Lead Generation  Excellent

Closing Deals  Excellent

Client Relationship  Excellent

Customer satisfaction  Excellent

## Work History

2017-07 -  
Current

### SENIOR SALES/CUSTOMER SERVICE ASSOCIATE

*LONGMAN E-COMMERCE PTE LTD, Bangalore*

- Building business by identifying and selling prospects; maintaining relationships with clients.
- Identify product improvements or new products by remaining current on industry trends, market activities, and competitors.
- Met or exceeded revenue objectives by promoting products to customers during service, account and sales follow-up calls.
- Contributed to 75% sales by improving lead-generation and sales-tracking methods.

2015-10 -  
2017-03

### CUSTOMER SERVICE ASSOCIATE

*Xenon Automotive India Pvt Ltd, Bangalore*

- Review, Respond to emails from customers from multiple sources, responding to incoming calls from customers using Ticketing tool system
- Responsible for ensuring prompt delivery of products and services to customers.
- Appointment Creation and scheduling to the service advisors, follow up on the update of vehicle status.
- Effectively resolved customer complaints.

Contract & Deal Negotiation	■■■■■ Excellent
Meeting Sales Goals	■■■■■ Excellent
Prospecting skills	■■■■■ Excellent
Presentation skills	■■■■■ Excellent
Emphasizing Excellence	■■■■■ Excellent
Sales Planning	■■■■■ Excellent
Time Management	■■■■■ Excellent
Product knowledge	■■■■■ Excellent
Rapport Building on call	■■■■■ Excellent

## Languages

English, Hindi, Kannada, Tamil and Telugu

2014-11 -  
2015-04

## Customer Interaction Coordinator

*Carl Zeiss India Pvt Ltd, CIC, Bangalore*

- Was responsible for handling service request raised by the clients regarding product service issues and assign to the particular technical department.
- Responsible for handling customers via SMS/email/call using ticketing tool.
- To Ensure that customer calls are handled professionally & politely & follow up and ensure closure of the tickets after communicating to the customer / region wherever applicable.
- To Proactively call customers in case there is any delay from our side and buy time so that he does not call us again to inquire about the delay in servicing him.

2012-09 -  
2014-07

## Customer Support Officer

*Mphasis India Pvt Ltd & HGS, Bangalore*

- Managed call flow and responded to technical support needs of customers.
- Resolved customer issues, inquiries in a clear, courteous and straight forward manner.
- Conducted research to address customer concerns and handled customer Escalations.
- Fixed Broadband and Landline issues.

## Education

2008-05 -  
2011-04

### Bachelor of Science: Computer Science

*New Horizon College Of Engineering - Bangalore*

2006-03 -  
2008-04

### High School Diploma

*Beml Composite Junior College - Kolar Gold Fields*

## Accomplishments

- Won the "Customer Service Associate of the Month" Award, Sep 2016.
- Achieved status as one of 2nd top sales

performers in the region comprised of 5 regions.

- Product Promotion - Up-sold products and motivated customers to upgrade current product plans.
- Market Research - Performed an average of 80 follow-up phone calls per day to uncover customer needs and desires regarding product development, use and assistance.
- Used Microsoft Excel to develop inventory tracking spreadsheets.
- Conflict Resolution - Responsible for handling customer account inquiries, accurately providing information to ensure resolution of product/service complaints and customer satisfaction.
- Managed more than 30 customers during demanding sales events in an effective and gracious manner.
- Telephone Service - Professionally processed 80+ calls per day, providing information and service to ensure customer satisfaction.