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| ADHIRAJ GANGULY  Sales Officer     |  | | --- | | **Contact** |     Address  Kolkata, West Bengal, 711112  Phone  891 003 6718  E-mail  007adhiraj@gmail.com  LinkedIn  https://www.linkedin.com/in/adhiraj-ganguly-032496     |  | | --- | | **Skills** |     Basic knowledge of Tally ERP 9.    Got SAP knowledge and learned about retail logistics from future group    Computer operations    SALES  Business development and planning  Operations  Product promotions  Public speaking  Staff Management  Goals and performance  Sales strategy  Territory Management  Product and service sales  Event execution  Training and mentoring  Team building     |  | | --- | | **Languages** |     English    Hindi    Bengali | CAREER OBJECTIVE: Intend to serve as a professional in a reputed company in order to nurture my managerial skills and equip myself with all the requisites of a successful professional. Innovative Sales Executive with extensive knowledge of Product sales and best-in-class services. Expert negotiator with proven success increasing profits and optimizing revenue streams  Skilled professional proudly demonstrating 1.5 years in position of Sales Executive. Active communicator with exemplary skills and known for working effectively in fast-paced settings. Energetic employee quick to turn cold calls into successful customer partnerships.  Accomplished Sales Executive with experience in consistently promoting the brand and representing company values in all business interactions. Passionate product and industry expert and valuable business consultant with talents in analysis, judgment, knowledge of the consumer and industry dynamics. Strategic with a focus on coordinating with customers, retail partners and distribution partners to accomplish sales goals and promote the brand while maintaining strong professional relationships. Enthusiastic & eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of task and training in skill. Motivated to learn, grow and excel in Sales Industry.     |  | | --- | | **Work History** |      |  |  |  |  | | --- | --- | --- | --- | |  | 2019-03 - Current |  | **Senior Sales Officer**  *Alchem International Pvt. Ltd., Kolkata, West Bengal*   * Established and maintained accounts , expand territory . * Launched Our Products in the territory. * Proper planning and channel to liquidate the products in my territory. * Drove retailer engagement, improved retailer satisfaction and earned retailer advocacy through communication and relationship management. * Surpassed growth targets and revenue projections by coordinating and planning product sales. * Monitored customer buying trends, market conditions and competitor actions to adjust strategies and achieve sales goals. * Facilitated 20% increase in sales over 8 Months. * Executed local, regional and national marketing and branding initiatives to drive sales within existing and prospective accounts. * Enhanced success of advertising strategies by boosting engagement through social media and other digital marketing approaches. * Maintained detailed records of sales progress, inventories and marketing success to better align goals with company priorities. * Remained current on industry trends to better understand customer needs, product effectiveness and sales tactics. * Directed work of efficient administrative team maintaining accurate sales, inventory and order documentation. * Executed successful budget, talent and sales campaign development. * Collaborated with internal teams and suppliers to evaluate costs against expected market price points and set structures to achieve profit targets. * Regular Briefing with Staff ( INTERIM SALES REPRESENTATIVES) about meeting target Vs achievement.Focusing and completing Primary, secondary and tertiary target. * Always taking updates from ISR's regarding daily Sales and sales report. * Submit activity and results reports, such as daily call reports, weekly work plans. * Meeting regularly with the stockiest/ distributors/ to generate business and taking daily updates. * Targeted new markets and increased sales through proactive sales and negotiation techniques. * Developed SWOT analysis and executed targeted sales strategies accordingly using data-driven decision-making. * Tackled customer concerns and responded to inquiries within hours to provide immediate issue resolution. * Visited customer locations to evaluate requirements, demonstrate offerings and propose strategic solutions for diverse needs. * Collaborated with vendor representatives and company customers to set up optimal delivery schedules. * Showcased product features to customers and discussed technical details to overcome objections and lock in sales. * Followed up with customers after completed sales to assess satisfaction and resolve any technical or service concerns. * Educated physicians and pharmacists on drug use, benefits, dosage, and risks. * Introduced, demonstrated and sold new products and systems effectively. * Identified opportunities and developed business cases to introduce new products and features while learning marketing segmentation processes and optimizing product segmentation for positioning, product bundling, and pricing. * Developed and implemented effective marketing plan involving regular physician visits to increase sales of drugs. * Conducted on-site product demonstrations to highlight features, answer customer questions and redirect concerns toward positive aspects. * Worked alongside retail representatives to boost sales by enhancing product presentations and advertising collateral. * Demonstrated products and specific features at customer locations and special events. |  |  |  |  |  | | --- | --- | --- | --- | |  | 2018-04 - 2019-01 |  | **Process Executive**  *Cognizant Technology Solutions, Hyderabad, Telengana*   * Coordinated multi-team process initialization, reducing all associated redundancies and dependencies. * Inputted and submitted client information to facilitate speedy processing of paperwork. * Prepared accurate documents for customer and business needs. * Investigated basic issues and escalated more complicated concerns. * Answered telephone calls to field inquiries from clients, vendors and various other callers seeking information. * Answered and managed incoming and outgoing calls while recording accurate messages for distribution to office staff. * Communicated with customers via phone and email to confirm deliveries and respond to inquiries. * Transferred to google project ( Handeling google maps ) * Resolved all the issues related to google maps |  |  |  |  |  | | --- | --- | --- | --- | |  | 2015-05 - 2016-08 |  | **Customer Care Executive**  *Wipro, Kolkata, West Bengal*   * Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service. * Conferred with customers about concerns with products or services to resolve problems and drive sales. * Coordinated timely responses to online customer communication and researched complex issues. * Drove sales by educating customers about products and services. * Provided excellent customer service by efficiently resolving issues and responding to inquiries. * Provided clarity to team members of executive-level changes for job visibility. |      |  | | --- | | **Education** |      |  |  |  |  | | --- | --- | --- | --- | |  | 2012-05 - 2015-07 |  | **Bachelor's in Supply Chain Management: Supply Chain Management**  *NSHM COLLEGE OF MANAGEMENT AND TECHNOLOGY -* KOLKATA   * Majored in Supply Chain MAnagement ; Management Information System ; Distribution and inventory management ; Current global trends within logistics; Economics, Accounting; Logistics management and information systems; Mathematics; Principal Of Management. * Graduated with 6 GPA * Member of Student Organization in our college * Elected Captain of the sports committee. |  |  |  |  |  | | --- | --- | --- | --- | |  | 2011-04 - 2012-03 |  | **All India Senior School Certificate Examination: Science Education**  *KENDRIYA VIDYALAYA -* KOLKATA   * GPA: 6.71 * Coursework in Physics, Chemistry, Biology, English and Hindi. * Member of School Social Science Committee * Elected Captain of School. * Elected Captain of House * Awarded ( Nation Award In Table tennis ) * Awarded ( Regional Award In Table Tennis ) |      |  | | --- | | **Accomplishments** |      * 2nd Sem:6.71 3rd Sem: 5 4th Sem: 5 5th sem : 6 6th sem : 6 I.      |  | | --- | | **Additional Information** |      * Worked in Wipro BPS for 11 months and 14 days. Worked in Cognizant for 5 months in a GOOGLE Project ( Google Maps ) Working in ALCHEM LIFE ( A division of Alchem International) as Sales officer (SO) PERSONAL PROFILE Regular Brie ng with Staff ( INTERIM SALES REPRESENTATIVES) about meeting target Vs achievement. Handling customer Issue/ Complaints if any. Focusing and completing Primary, secondary and tertiary target. Always taking updates from ISR's regarding daily Sales and sales report Submit activity and results reports, such as daily call reports, weekly work plans. Meeting regularly with the stockiest/ distributors/ to generate business and taking daily updates.      |  | | --- | | **Interests** |     Interests in new Learnings, Innovative ideas, Games, Gym, Music     |  | | --- | | **Hobbies : Hard work; Playing table tennis; Diary writing** |      * I love to do Hard work, in fact everyone should do hard work in their respective life. * I have Earned National certificate in Table tennis followed by regional certificate. I love to play table Tennis because it needs focus, concentration and quick response along with high mobility. |

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