

G.SANDEEP NAIDU

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CAREER OBJECTIVE:

Well exposed to customer service and sales for international travel industry and sales trainings with the professional background to grow in the Sales Industry with a strong focus and intent on operations and initiating innovative ideas for the organization.

Work Experience:

Working in **izaccess.inc** as a tech support from 01-07-2020 till date, resolve and fix customers problems in computers.

Worked in **Exclusive Trips** 10-01-2019 Till 23-05-2020 as Sales agent.

Accountable for achieving business and revenue targets with-in established guidelines and executing effective management, Complete daily sales targets and providing accounts and market feedback. Responsible for in-house product training. Preparing monthly performance presentation and strict adherence on time management.

Hands on experience on Package holidays:

- Packages designed by Thomas cook
- Packages designed by Jet2 Holidays
- Packages designed by Balkan Holidays, Bulgaria
- Packages designed by Thomson Holidays(TUI)
- Booking individual flight segment, accommodation and transfers on supplier websites
- Accustomed to tight Schedule achieving the most efficient result maintaining high standard of quality.

People Management:

- Conducting Team Meeting on weekly and monthly basis to discuss about the sales and operation related issues.
- Evaluation performance within the Team.
- Ensure Induction of new member into the sales delivery team.
- Regular analysis of the incident & problem management tickets to ensure the SLAs are met and customer satisfaction is achieved.

- Co-ordination with Customer and Vendor for resolution of case.
- Regular discussion with Technical Team about resolution of long pending, chronicle & problematic issue.

Worked in **Teletext India Pvt. Ltd** from 10-01-2014 Till 02-01-2019 as Sr Travel Advisor:

Working with UK clients for booking holidays to Europe Turkey Egypt and City breaks as I have strong experience with destinations. Setup and build rapport with my knowledge and maintain professional rapport. Take ownership and converting enquiries calls into sales. Having good exposure of holiday's destination search and solicit new sources to get a repeated business from the client.

Job profile:

- Dealing with potential clients diligently to fetch more profits
- Locates or proposes potential business deals
- Analyzing holiday requirements and financials by resolving internal priorities
- Protects organizations value by keeping information confidential.
- Enhancing organization reputation by accepting ownership for accomplishing different requests
- Exploring opportunities to add value to the job

Worked in **Tata business support services** as Associate for email process

Worked with Tata business support services for w.com process. I have to reply emails for various enquiries, complaints resolving it in an average handling time connected to telecom.

Worked in **Digi call Teleservices Pvt. Ltd** as telesales

Worked as an executive for insurance product into end to end sales process for Kotak Mahindra bank.

KEY STRENGTHS

A competent professional with rich experience of over 7 years in customer care, sales, back office operations in service sector and have registered immense success in this area, hold the credential of knowledge domain and having risen through the ranks, fully conversant with all operational aspects of business or customer relationship management. Having contributed significantly in many operations as per business objectives.

Academics:

- B.com from Madurai Kamaraj University.
- Intermediate Board of Intermediate.
- SSC Sacred Heart High School.

D.O.B: 02 – 04 – 1984

Languages known: English Telugu and Hindi.

Gender - Male

Marital Status - Married

Nationality – Indian

Hobbies - Music, Cooking and interacting with people

DECLARATION:

I, hereby Declare that the information provided above is true to my knowledge.

G.SANDEEP NAIDU

Date:

Place: Hyderabad