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| Asma Banu S **asma.surfsuria@gmail.com****Bangalore / +91-82480-62929** | C:\Users\Sudhen\Desktop\O_Certified Specialist_clr.bmp |
| CAREER OBJECTIVEAn MBA graduate with 5 years of experience in handling Sales & Account Management with demonstrated history of accomplishment in handling Clients across globe (Africa, Middle East and APAC). Specialized in CRM modules. Completed Computer Science Engineering from Anna University affiliated college. A confident, enthusiastic and highly self-motivated individual with an ability to perform multitasks.PROFESSIONAL SUMMARY* Client Relationships: Actively and personally developing appropriate customer relationships that will support the overall Account Plan.
* Account & Business Plan: Creating Account/Business Plans according to company’s targeted geographical areas and End Users.
* Acquiring new business deals to reach the targeted quotas.
* Providing analyzed reports as required by management for decision making.
* Requirement Gathering: Analyzing the organization’s business software needs and integrating with latest technologies in Oracle, SAP and Inbuilt Management tools.
* Managing accounts and grows business from existing clients.
* Sales Process: Converting RFPs to Technical Proposals with respect client requirements, Market/ Industry research, calculating project costs, and demonstrating how the company can meet specifications.
* Providing pricing information and written quotations to partners/Client track all quotes raised and analyze results to improve future sales calls.
* Post-Sales Support: Strengthening the bond between the Organization and the existing clients, Client Retention, Support Contract Extension, Performance Status review and Collections of feedbacks from Clients on regular intervals.
* Invoices & Payments: Carrying out the invoicing procedures and following up with the payments from clients.
* Resource management for the project that ensures both internal/ external resources is used effectively on time and to budget.
* Organizing and Co-Coordinating Interviews of resources for the projects won.
* Responsible for deployment of resources on Onsite. While, taking care of Travel expenses, Per-diems, Transportations and Accommodations.
* Negotiation: Sending Quotations on Products & Services based on the market standards and closing the deals.
* Assisted in developing CRM modules and workflows that were used to gauge customer satisfaction for new and existing customers.
* Gathered requirements from all the internal team leads for building CRM for internal use.
* Worked closely with the Technical & Functional team for building up the CRM for projecting in the Demo Sections to the end clients.
* Taken on-screen training on workflows of Oracle Marketing Cloud and Sales Cloud.
* Maintaining Organization CRM tool and updating all the essential details for a better decision making by top management people.
* Worked closely with the different region Sales Team to develop comprehensive report and extracted them from the CRM and prepared necessary reports as requested by the top Management team and circulated to them on a regular basis.
* Identifying Sales Opportunities: Identifying Decision Makers & develops opportunities.
* Data Management: Updating CRM database and prepare required reports for administrative task.
* Market Intelligence: Maintaining a high level of market and competitive know-how. Identifies competitive threats and creates mitigation actions
* ISO Audits: Representing from the team for both Internal &External Audits for my region.

EDUCATION**BACHELOR OF ENGINEERING with Masters in Business Administration** MBA (Marketing Management & HR) M.O.P. Vaishnav College , Chennai-2015BE (Computer Science) Mohamed Sathak Engineering college-2013 CERTIFICATIONS/AWARDS**Oracle Sales Cloud 2017 Certified Presales Specialist****Oracle Sales Cloud 2017 Certified Sales Specialist**EXPERIENCE**Chain-Sys Corporation, Chennai**  **Jul 2021 – Sep 2021****Sr. Business Development Executive**/ **Client Account Management**Chain-Sys is an innovator in the data management and business platform implementation (ERP) space. **Responsibilities:** * Handled clients for Oracle/SAP/Data Management Tools for India/Singapore/Malaysia region.

**Speridian Technologies LLC, Bangalore** **Jan 2019 – Sep 2019****Senior Sales- Executive Account Management**Speridian Technologies LLC provides information technology services. The Company offers project management, application development, independent verification, product management, and validation services. **Responsibilities:** * South Sales - Oracle CX Cloud Suite & BI Analytics(Marketing Cloud, Sales Cloud, Service Cloud, Social Cloud, Engagement Cloud, CPQ Cloud)
* Coordinated with Functional/ Technical Team to develop CPQ workflows & solutions based on client requirements.
* Interact with Business users to gather business requirements.
* Addressing mismatch issues and finding solution to fix the problem in company legal agreements.
* Preparing proposal according to the RFP delivered.
* Develop quotations for Sales and Post Sales Support.
* Worked on dashboards of Resource Management Group.
* Worked with the resource management group to deploy resources across the globes on a contract basis.
* Responsible for achieving targets on monthly and yearly basis from existing and new project acquisition.
* Manage and own clients technical support requests, providing investigation prioritization, continuous and timely updates to customers.
* Maintaining Pipelines of potential Clients with project budget details.
* Circulating Sales and pipeline reports to entire management team on regular basis.
* Maintaining Organization CRM tool and updating all the essential details for a better decision making by top management people.

**4i Apps Solutions Private Ltd, Chennai Sep 2015 – June 2018****Sales- Executive Account Management**The Company is dedicated to increasing the profitability and to assisting with the business success of the customers. Our key areas of expertise include IT Consultancy, Software Development, IT Support, Corporate training, IT staffing, ERP Implementation, Software project Implementation, business process Management as well as Document and Workflow Management solutions.**Responsibilities:** * Business solutions Sales -Oracle Solutions and inbuilt applications.
* Actively involving in Contract Staffing and resource management across globe.
* Interact with Business users to gather business requirements.
* Propose alternate solutions to meet or improve desired objectives.
* Addressing mismatch issues and finding solution to fix the problem in company legal agreements.
* Preparing proposal according to the RFP delivered.
* Develop quotations for Sales and Post Sales Support.
* Worked on dashboards of Resource Management Group.
* Took responsible for deployment of the resources across the globes on a contract basis.
* Involved in various Account Management activities like new partner empanelment, Contract renewals, invoices and payments.
* Responsible for achieving targets on monthly and yearly basis from existing and new project acquisition.
* Involved in technical coordination activities from client end to internal technical team.
* Manage and own clients technical support requests, providing investigation prioritization, continuous and timely updates to customers.
* Worked on dashboard creation of no. of National and International projects with milestones with Actual and Achieved Targets for the month/year.
* Maintaining Pipelines of potential Clients with project budget details.
* Handling Internal and External Audits for my region and projects won by my team.
* Circulating Sales and pipeline reports to entire management team on regular basis.
* Maintaining Organization CRM tool and updating all the essential details for a better decision making by top management people.

PG Internships in Marketing Specialization* Sharekhan Pvt Ltd.,

Done the final year internship in ‘Sales & Marketing department’ from 2-Jan- 2015 to 31-March-2015.During the internship. Achieved the targets in first few weeks and got appreciation from my superiors. Understood how the company tries to acquire the customers in service industry even though not being majority in market share.* Shopper’s Stop

Done the Store Operation relating to Visual Merchandising, Supply Chain Management, Pricing Strategy, Competitors Analysis, Employee & Customer Benefits, Inventory stock management.* Nivaran 90

Done project in ‘Sales & Distribution’ and understood the ways to increase the effectiveness of the distribution channel, margin structure, pricing, sales contribution, rivalry in acquiring the market share by doing observations.PG Projects in HR Specialization* Recruitment Process’ at TVS Staffing Solutions -Did various tasks such as handling Walk in, coordinating with HR lead in recruitment process, Sourcing candidates from different commercial websites learnt how to conduct interview process, helped the HR to plug –in offers for candidates in ICICI bank and Sulekha, got good experience at job fair which was held in Chennai Trade Centre. I have experience of sourcing the candidates using Naukri.Com ( job search portal).
* Stress Management’ at Sharekhan Pvt ltd - Analyzed the current stress level in the company, have identified the effects of stress, and studied the methods adopted by the company to reduce the stress of the employees
 | **Skills*** Sales/Client Account Management
* Vendor Management & Negotiation
* RFP & Data Management
* SQL queries
* CRM Maintenance
* Oracle Sales Cloud 2017 Certified Presales Specialist
* Oracle Sales Cloud 2017 Certified Sales Specialist
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PERSONAL INFORMATION:

* Date of Birth : 11.08.1991
* Current Location : Bangalore, Karnataka, India
* Linguistic proficiency : English, Tamil, Hindi and Urdu
* Cell Number & Email : (+91) 82480 62929 | asma.surfsuria@gmail.com

I hereby declare that all the above information given by me is true to the best of my knowledge and belief.

 (Asma Banu S)