

Vishnu KB

Sales Executive

Dubai

vishnukb13946_ua3@indeedemail.com

+971 566583892

Willing to relocate: Anywhere

Work Experience

Sales Executive

Etisalat - Dubai

May 2018 to January 2019

Job Responsibility

- Contact business or private customers to inform them about the product and services.
- Answer the question about the produce or the company.
- Take and process orders in accurate manner.
- Deliver promotional presentations to current or prospective customers.
- Ask question to understand customer requirement and close sales.
- Maintain records of contacts, accounts, and orders.
- Develop content for sales presentations or other materials.
- Helping determine pricing schedules for quotes, promotions, and negotiation.

Customer Service Representative Cum Marketing

Navis Nihongo Training center - Bangalore, Karnataka

October 2017 to February 2018

Job Responsibility

- Communicating with customer through Phone, Emails and Face to face.
- Conducting promotional event activities
- conducting research and analyzing data to identify and define audiences
- Visiting client and potential client to evaluate needs or promote products and services
- Acknowledging and resolving customer complaints
- Processing orders, forms, applications and request
- Keeping recorders of customer interaction, transactions comments and complaints.
- Ensure customer satisfaction and provide professional customer support

Customer Relation Analyst

HGS (Airtel Telecom) - Bengaluru, Karnataka

July 2015 to May 2017

Job Responsibility:

- Cross Check and analyse the customer journey from CRM system.
- Direct communication with the customer to clearly understand their needs.
- Research and review competitive pricing and service offerings in order to provide competitive price and product comparisons based on customer needs.
- Performed market research surveys on customer needs and requirements

- Report generation on Customer Demography and Customer activity.(Weekly and Monthly)
- Respond to call centre customer retention calls
- Make an outbound retention and sales calls to current customers for revenue generation, in a high-intensity call-centre environment.
- Utilize proactive persuasive/retention skills to turn requests for disconnection or downgrade into sales and save opportunities by identifying customer needs.
- Achieve monthly key performance metrics, call and order entry productivity standards, and call quality performance through utilization of persuasive skills, defined call flow structure, and adherence to provided schedule.
- Educate customers on active product features, service offerings, billing, charges, and product value.
- Understand and promote current marketing campaigns in order to sell to or save customers accurately and effectively.
- Provide outstanding customer service, troubleshoot and resolve service and minor technical problems for customers by asking appropriate questions.
- Creatively negotiate pricing and bundling by making offers of credits and/or discounts according to Company guidelines.
- Complete installation, disconnect, transfer and seasonal downgrade orders and update customer accounts utilizing customer record database.

Education

Bsc in Computer Science, Mathematics, Statistics

Christ University - Bengaluru, Karnataka

June 2012 to June 2015

Skills

MS Excel, MS Word, MS Outlook, MS PowerPoint., Sales, Customer service, Complaint management, Problem-solving, Organization and planning skills, Negotiation, Data Entry, Cross Sales