

ARVIND KUMAR

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Chennai

WEBSITES, PORTFOLIOS, PROFILES

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SUMMARY

Diligent Inside Sales Representative focused on building loyalty and long-term relationships with customers to consistently reach sales targets. Skilled in data analysis, cold calling and process optimization. Familiar with Sales-related software paired with extensive knowledge of successful sales strategies and techniques. Committed job seeker with a history of meeting company needs with consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.

SKILLS

- Sales and Negotiation
- Customer Acquisition
- Lead Prospecting
- IT Sales
- Business Relationship Management
- Relationship Building
- Sales Strategy
- Marketing
- Lead Generation
- Consultative Sales
- SAAS Sales
- Communication and Interpersonal Skill
- LinkedIn Sales Navigator
- B2B Background
- Account Management
- Market Research
- Solution selling
- Proposal Development
- Exceptional multi-tasker
- Sales Planning
- Sales Presentations
- Email campaigns
- Pipeline Development
- Cold-calling
- Sales Enablement
- Customer Segmentation
- CRM proficiency

EXPERIENCE

- 02/2024 - Current **Senior Sales Development Representative, Pratra Travel Technologies , Chennai, India**
- Researched potential New Accounts, identified key decision makers, and contacted them to introduce products and services.
 - Generated new prospects and nurtured existing prospects through outbound phone calls and emails.
 - Drove sales of company products and services by scheduling meeting with customers using strategic and organized approach.
 - Scheduled weekly 8+ meetings from new accounts with the decision makers.
 - Increased profitability and Pipeline revenue by generating \$25K in sales.
 - Used excellent verbal skills to engage customers in conversation and effectively determine needs and requirements.
 - Produced sales documents, finalized deals and filed records.
 - Maintained up-to-date knowledge of all products available from the company's portfolio.

- Executed cold calls, social media and other digital strategies to acquire customers.
- Set appointments to present solutions to prospective customers.
- Researched potential prospects online to produce qualified call lists for sales .
- Used video technology to engage potential sales targets.

05/2023 - 02/2024

Senior Business Development Associate, TVS Next , Chennai, India

- Determined business development opportunities and implemented effective strategy for client acquisition.
- Hired, trained and mentored 8 SDR members to maximize productivity.
- Created and improved business pipeline using cold and warm techniques.
- Promoted brand awareness by increasing market penetration across SMB markets.
- Attended trade shows and other events to promote the company's products and services and build its network of contacts within the industry.
- Brought in more than \$50,000 in new business each quarter.
- Conferred with marketing managers to develop and implement marketing plans.
- Helped to increase company revenue by \$15M within first year.
- Report directly to COO/CMO on weekly/monthly Sales score card .
- Maintained open communication with team members and stakeholders, resulting in successful project outcomes.

11/2021 - 05/2023

Team Lead - Inside Sales, Skill-Lync, Chennai

- Responsible for selling Engineering courses to working professionals and students in all the engineering domain
- Reached out to working professionals and freshers through calls, meetings, and educate & counsel them about the product
- Handled International regions of Middle East and North Africa and Rest of World as a career counselor and received the highest conversion of sales award
- Handle the team size of 8+ assigning leads and handle the closure calls
- Generated more than 1 Cr in realized revenue and awarded the best inside sales person for 4 Quarters.
- Completed daily quality assurance duties to provide feedback for improvements.

08/2020 - 11/2021

Client Experience Associate, Delhivery, Coimbatore

- Handling all the B2B Client's accounts in and around Coimbatore
- Overall Experience of the client across all the touchpoints from First Mile to Last Mile
- Daily Report Publishing on their shipments
- Weekly Client visit to understand and improve the load volume and generating new service applications.
- Watched for and recognized security risks and thefts to prevent or handle situations.

12/2016 - 06/2018

Customer Service Professional (Tech Support), Sitel, Chennai

- Technical support for Bell Canada
- Handle the Inbound calls and support the technical issues
- Mentoring fellow team mates and enabling them to achieve 100% productivity rate.

EDUCATION AND TRAINING

01/2020

MBA, Logistics And Shipping

Indian Institute of Logistics, Chennai

GPA: 7.5

01/2016

Bachelor of Science, Computer Science

Loyola College, Chennai

GPA: 7.5

High School

St.Bedes Anglo Indian Higher Secondary, Chennai

HONORS AWARDS

- SpotLight on Excellence (2023) - TVS Next
- Sales Superstar (2022) - Skill Lync
- Bell All Star (2017) - Sitel India

LANGUAGES

Tamil: First Language

English: C2
Proficient (C2)

Hindi: A1
Beginner (A1)