



# HITESH SHARMA

## CAREER OBJECTIVE

To associate with an organization that provides enough opportunity to show proficient skills and improve knowledge under the team of dynamic experts.

## EDUCATION

- Graduated from Delhi University in B.Com.
- Passed Senior Secondary from C.B.S.E. Boards, Convent of Gagan Bharti.
- Passed Higher Secondary from C.B.S.E. Boards, Red Rose Model Sec. School

## PROFILE SUMMARY

Experienced professional with a proven track record in sales since 2015. Possesses strong interpersonal skills, adept at building rapport & fostering positive relationships with customers. Known for effectively communicating product benefits and closing deals. Dedicated to delivering exceptional customer service and achieving sales targets.

## EXPERIENCE

- **Senior Center Sales Associate** **May 2022 - Till Present**  
*BYJU'S*
  - Conduct outbound calls to prospects, explaining product features and benefits.
  - Achieve designated admission targets of enrollments from the qualified sales leads.
  - Build strong customer relationships to ensure satisfaction and retention.
  - Handling assigned administrative responsibilities.
  - Counselling students and parents about our courses and competition exams landscape.
  - Collaborate with the team to identify new sales opportunities.
  - Stay updated on industry trends and product knowledge.
  - Utilize CRM software for sales tracking and customer updates.

## SKILLS

- Product Knowledge
- Communication skills
- Active Listener
- Relationship Building
- Client Engagement
- Good Observer
- Team Handling

## PERSONAL DETAILS

D.O.B. - 05.02.1994 -  
Gender - Male  
Marital Status - Unmarried

## CONTACT

+91-7503080303  
shitesh704.hs@gmail.com

### > Customer Care Representative Aug 2021 - Jan 2022 *FedEx Express*

- Handle customer inquiries via email and chat.
- Patiently understanding customer queries for betterment.
- Provide knowledgeable help to customers and go the extra mile in providing the correct details to sort their queries.
- Resolve conflicts and provide solutions in a timely manner

### > Business Development Executive July 2020 - Feb 2021 *PN Traders*

- Building long-term trusting relationships with clients.
- Stay up-to-date with new products/services and new pricing/payment plans.
- Hands-on experience with multiple sales techniques.
- Regular communication with clients.
- Networking with clients and their reference for business growth.
- Supervise account representatives to ensure sales increase.

### > Independent Business Owner Sept 2015 - June 2020 (Marketing) *Amway India Pvt.Ltd.*

- Demonstrating product features to customers.
- Contacting leads and setting up appointments to present company products.
- Meeting or exceeding weekly, monthly, and yearly sales quotas.
- Attending trade shows and other industry-related events.
- Canvassing assigned territories to present company products to potential customers.
- Preparing sales proposals for potential buyers

## DECLARATION

I hereby declare that the information furnished above is true to the best of my knowledge & belief.

Date:

Place: New Delhi