

SOMEN D. KAR

PERMANENT ADDRESS:

8/D, Jivdani Darshan Ekta Society,
Naringi Road,
Virar (East) - 401305

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OBJECTIVE

Results-driven sales professional with a proven track record in business development, and international client management. Seeking a challenging role where I can utilize my expertise in gathering client requirements, proposing solutions, and closing sales deals.

QUALIFICATION

B.B.A : Global Tech Institute of Management, 2016

H.S.C : VIVA Jr College of Arts, Commerce & Science, PCM (Science)- 70.17%, 2012

S.S.C : St. Xavier's High School, 81.09%, 2010.

WORK EXPERIENCE

NEOSOFT PVT LTD, Mumbai

| September 2023 - Till Date

Business Development Manager

- Managed client relationships, driving \$200K in revenue in the first year through strategic outreach and deal closures.
- Conducted Level 1 meetings set by junior executives, gathering client requirements for tailored software solutions.
- Utilized Salesforce CRM to track the sales pipeline, generate reports, and optimize sales processes.

- Developed and presented customized proposals, aligning NeoSOFT's services with client business goals.
- Led negotiations, addressing pricing objections and closing high-value contracts to ensure client satisfaction.
- Collaborated cross-functionally with technical teams and project managers to deliver seamless service.
- Mentored junior sales executives, enhancing lead generation, CRM efficiency, and client engagement.
- Contributed to strategic sales planning, performing market analysis to identify and capitalize on new opportunities.
- Managed contract renewals and upsells, consistently seeking ways to expand client accounts.

DOTCOM SERVICES PVT LTD, Mumbai

| February 2020 – August 2023

Assistant Manager- International Sales

- Successfully generated leads and conducted effective sales activities, resulting in consistent revenue growth.
- Identified and prioritized hot leads, leveraging strong communication and relationship-building skills to convert prospects into loyal customers.
- Expertly proposed and presented tailored solutions to address client needs and demonstrate the value of our products/services.
- Conducted thorough negotiations to ensure favorable terms and conditions for both the company and clients, resulting in successful deal closures.
- Acted as a key account manager, fostering long-term relationships with clients and providing exceptional customer service to ensure satisfaction and retention.
- Coordinated projects between clients and internal teams, facilitating seamless communication and project milestones.
- Demonstrated excellent organizational and multitasking abilities in overseeing the execution of projects, ensuring timely delivery and client satisfaction.
- Maintained accurate and updated records of sales activities, client interactions, and project progress.

TECH MAHINDRA BUSINESS SERVICES, Mumbai

| February 2017 – February 2020 **Customer Relationship Advisor (Retention and**

Sales)

- Retain customers who were considering canceling their subscription with Three UK by addressing their concerns and presenting suitable solutions. □ Demonstrated strong sales skills by selling new subscriptions to existing and new customers, consistently meeting or exceeding sales targets.
- Built and maintained loyal customer relationships through exceptional service and personalized attention.
- Utilized effective sales techniques, such as upselling and cross-selling, to maximize revenue and customer lifetime value.
- Collaborated with internal teams to resolve customer issues and ensure seamless experiences.
- Maintained accurate records of customer interactions and sales activities.
- Stayed updated on industry trends and competitor offerings to provide competitive solutions.

INTELENET GLOBAL SERVICE LTD, Mumbai

| February 2016 – January 2017

Sr. Customer Service Executive (Phone Banker at Barclays Bank PLC)

- Handle inquiries and concerns in order to eliminate the need for clients to travel to the bank in person.
- Types of queries that I deal with usually concern customer deposits, withdrawals, transactions, problem solving or evaluating customer's eligibility and financial need for loans and log complaint also try to resolve it from my end
- Up selling bank products like accounts, insurance, loan, etc. to existing customers.

SITEL INDIA PVT LTD, Mumbai

| July 2014 – February 2016

Customer Service Professional (Trainline)

- Receiving, processing and verifying the accuracy of orders from customers utilizing the organization's internal CRM/mainframe systems and customer purchase orders.
- Generating sales on inbound calls.

ZENITH INFOTECH LTD, Mumbai

| September 2013 – June 2014

Business Development Executive

- Managing all business development aspects with a primary focus on sales revenue, identifying prospective clients and generating new leads through cold calling, networking and referrals

SKILL SETS

- Business Development
- Project Coordination
- Sales Target Setting
- Negotiation and Closing
- Excellent interpersonal, communication and presentation skills
- Team Leadership
- Strong work ethics and result driven.
- Computer Knowledge
- Good typing speed
- Quick Learner

PERSONAL PROFILE

- Date of Birth : 20/11/1994
- Sex : Male
- Languages Known : English, Hindi, Bengali, Marathi
- Nationality : Indian
- Email Id : somenkar94@gmail.com

DECLARATION

I hereby declare that all the details furnished above are true to be the best of knowledge and belief

Somen D. Kar