

Gourav Dey

Confident sales professional, successful at increasing monthly revenue using insightful marketing strategies and aggressive product development. Skilled at understanding customer and employee requests and meeting needs. Furthers success by strengthening staff training, streamlining internal systems and facilitating sales techniques.



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SKILLS

B2B sales

B2C Sales

Networking

Excel

SQL

SEO

Google Analytics

CRM

Human resource

Customer Support

LANGUAGES

English

Full Professional Proficiency

Hindi

Native or Bilingual Proficiency

Bengali

Native or Bilingual Proficiency

Nepali

Native or Bilingual Proficiency

INTERESTS

Reading

Artificial intelligence

Blockchain

WORK EXPERIENCE

Senior Associate (HR Assistant 2)

Amazon Development Centre (India) Private Limited

10/2021 - 12/2023

Bengaluru, India

Achievements/Tasks

- Streamlined payroll processes by generating comprehensive reports on employee absences, holidays, and bonuses; enabled accountants to make data-driven decisions and optimize resource allocation, resulting in a 20% reduction in payroll errors.
- Managed employee requests regarding Human Resources issues, rules and regulations.
- Trained team members on HR and administrative processes to curb learning time.

Senior Customer Support

Myntra Designs Private Limited

08/2019 - 05/2021

Bengaluru, India

Achievements/Tasks

- Orchestrated efficient time allocation, consistently meeting tight deadlines and guaranteeing client satisfaction with prompt issue resolution.
- Proposed updated KPI's to relevant stakeholders and improved process SLA's and reduced resolution time by 30%.
- Trained, nurtured and developed 2 teams of 25 new employees each overseeing all their performances and guided them throughout.

Client Relations Manager

Kingsford International Education Private Limited

05/2016 - 06/2019

Kathmandu, Nepal

Achievements/Tasks

- Captained the company's presence at local education fairs, seminars, and community events, fostering connections with prospective students and parents, leading to a 20% boost in applications and a 10% rise in student enrollment.
- Collaborated with school, colleges and community centers to expand reach and drive sales from 1.2 million a month to 4 million a month.
- Spearheaded a highly successful referral drive, resulting in a 40% increase in sales through word of mouth and a 25% growth in customer base; distributed eye-catching brochures, flyers, and business cards at strategic locations, such as schools, libraries, and coachings.

Associate Consultant

e-Poise Systems Private Limited

08/2015 - 03/2016

Bengaluru, India

Achievements/Tasks

- Contacted current and potential clients to promote, upsell and cross-sell products and services which resulted in 25% increase in sales.
- Closed large sales to exceed quota and align with company targets.
- Conducted extensive research with key stakeholders and managed third-party platforms to deliver wide-reaching digital marketing campaigns which helped reach 50,000 customer base from 10,000 customer within a month.
- Contacted customers to set-up appointments, monitor satisfaction levels and upsell additional offerings.

EDUCATION

Post Graduation Diploma Digital Marketing and Communications

Mudra Institute of Communication Ahmedabad (MICA)

06/2020 - 05/2021