



Anuj Chaurasia

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About me: I have come with over 9 years experience in Customer Care Service in Collections and as well as sales and marketing. 📌 Proficient in business to business and individual Lead Generations 📌 Established and maintained solid client relationships. 📌 Primary third party debt collector for Allied Interstate Incorporated of Columbus, Ohio, USA, as well as other American business entities. 📌 Maintained a debt recovery ratio of 80% or higher while strongly adhering to all provisions of the Consumer Protection Act. 📌 Performed recruitment tasks by applying the policies, rules and procedures of the organization. 📌 Responsible for market research and analysis

● WORK EXPERIENCE

08/05/2019 – CURRENT – Noida, India

SALES MANAGER BD – GRAYGRAPH TECHNOLOGIES

- 📌 Responsible for account development, cold calling, assessing client needs, and identifying solutions
- 📌 Manage account relationships, contract negotiations, sales, pricing, billing, and logistics
- 📌 Collaborate with cross-functional teams to improve customer service experience
- 📌 Lead planning, strategy, proposal process, and bid preparation
- 📌 Perform market research on competitive landscape and industry trends
- 📌 Train and mentor new sales representatives
- 📌 Efficient usage of the digital marketing tools and ability to identify where they should be used
- 📌 Search engine optimization knowledge
- 📌 Strategic planning for social media posts and other items that can boost the online present of the company's products and services
- 📌 Ability to know different social media platforms and their relation and usage to the target market
- 📌 Working on several online processes and being able to keep track on their developments
- 📌 Creation of content for digital marketing
- 📌 Ability to work with modern technology
- 📌 Develop strategies for digital marketing and know whether they are efficient to be used or not.

Sales | Information and communication

01/10/2019 – 06/09/2019 – Noida, India

T U.S. STAFFING/RECRUITER – NEXT LEVEL BUSINESS SERVICES- NOIDA

- Handled the tasks of screening, selecting and submitting candidates to job orders within a defined discipline.
- 📌 Assigned the tasks of utilizing on-line database, candidate referrals, internet and networking to identify potential candidates.
 - 📌 Assigned the tasks of negotiating offers with candidates to meet target gross margins of the organization.
 - 📌 Established business contacts in target markets through telemarketing, direct mail campaigns, trade show participation, and vendor relationships.
 - 📌 Responsible for recruiting and maintaining good relationship with existing candidates of the organization.
 - 📌 Performed recruitment tasks by applying the policies, rules and procedures of the organization.
 - 📌 Responsible for market research and analysis
 - 📌 Expanded network of the company with large IT groups like Cognizant, Wipro, TCS, etc.

01/01/2018 – 12/01/2018 – Noida, India

SR. TSR – OPTIMAL TRANSITIONAL - NOIDA

- Proficient in business to business and individual Lead Generations
- 📌 Provided lead generation service to the Australian based company Insurance line.
 - 📌 Company based in Sydney.
 - 📌 Consistently met and exceeded quota of signing up four customers a day Promoted the product at all Life insurance, Funeral Insurance & Income Protection. Maintained good customer trust and interpersonal relationships
 - 📌 Established a clean and presentable kiosk/work station at all times
 - 📌 Kept close communication with sales reps, lead generators of sales, and appointments Answered all questions and gave information needed to the customer

03/09/2012 – 12/12/2017 – Delhi

FREE LANCER – NOWORRYTRIP PLANNERS- DELHI

Committed Senior Executive Operations in Travel Company with a solid understanding of national and international travelling procedures. Adept at securing deals for individual and corporate clients often with limited notice. Specialize in preparing detailed itineraries for travelers and ensuring pleasant travel experiences.

Duties

- Scheduled trips and prepared travel itineraries for clients.
- Established and maintained solid client relationships.
- Processed invoices and ensured prompt handling of client payments.
- Maintained inventory of travel information and updated website.
- Dealt with booking and ticketing issues as necessary
- Assisted with the procurement of all necessary travel documents.
- Researched client requirements for foreign travel destinations.
- Managed travel and airline bookings.
- Oversaw office staff and tracked productivity.
- Prepared detailed travel estimates per client request

05/03/2010 – 01/20/2012 – Noida, India
SENIOR REPRESENTATIVE – IQOR LIMITED - NOIDA

Proficient in business to business and individual debt recovery

- Primary third party debt collector for Allied Interstate Incorporated of Columbus, Ohio, USA, as well as other American business entities.
- Maintained a debt recovery ratio of 80% or higher while strongly adhering to all provisions of the Consumer Protection Act
- Effectively use the United States The Fair Debt Collection Practices Act (FDCPA)

● **EDUCATION AND TRAINING**

INTERMEDIATE – SD Inter College

● **LANGUAGE SKILLS**

Mother tongue(s): HINDI
Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● **DIGITAL SKILLS**

digital Marketing | Microsoft Word | Microsoft Excel | Social Media | Microsoft Powerpoint | Google Drive | Instagram | Facebook | Zoom | Good listener and communicator | Team-work oriented | Decision-making | Skype

● **HOBBIES AND INTERESTS**

Former State Level Cricket Player, India

Former State Level Cricket Player, India