



Suprana SAHA

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Professional Profile

Sales & Administration professional with an aggregated **4+** years of experience in Business Administration, Sales Coordination, Hands-on experience in different capacities with a high level of professionalism and communication.

Core Competencies

- Business Administration
- Sales Coordination.
- Performance Management
- Customer Relations

Academic Profile

University graduation : Bachelor of Commerce
IT Skills
MS Office

Work Experience

Borzo (Wefast) India Pvt. Ltd

Customer support executive – Jul 2021 – Dec 2021

- Communicating with clients and courier partners over the phone, in chat and email.
- Assisting with order related inquiries.
- Speaking to the courier partners in order to complete the delivery faster.
- Working in a back-end system, Gmail and Intercome application.
- Working in a local team of CSEs and a team lead.
- Meeting personal and team's KPIs.
- Being part of a global team and engage in global activities.

Teleperformance Pvt Ltd

Sr. Customer service executive & Sales – Nov 2017 – Feb 2020

- Worked in a UK Customer service & sales (Inbound calls):
- Being a good listener and understand our customers issue to help and improve our customer satisfaction.
- Checking if our customers are satisfied and happy with our services we provide.
- Answer customer's questions about the product availability and shipment times.
- Understand their issues and showing empathy and sympathy to the customer on a call whenever required in order to make them feel better.
- Keeping records of all the services provided to them.
- Rapport building and maintaining a good relation with the customers.
- Communicative with excellent problem-solving and organisational skills.
- Sales (Target based):
- Upselling of the products on all the inbound and outbound calls.

- Followed latest trend on the channel (Ideal Shopping Direct) in order to provide up to date knowledge to the customer.
- Selling Clubs membership on calls (Ideal rewards, Superpuzzle, Supercard).
- Recommend appropriate product and direct or lead the customer to selection.
- Seeking to increase sales revenue and grow the clients network.
- Keeping record of the number of sales accomplished in a month (trying to achieve more than a target given).

First Source Ltd.

Sr. Customer service executive & sales coordination – Dec 2016 – Aug 2017

- Worked in a UK Chat & E-mail process - Customer services & Sales co ordinator.
- Maintaining thorough knowledge of the product and service offerings in order to accurately answer all questions.
- Probing the issues they're facing in the product and guiding them accordingly. Counsel customers on options for service and coverage.
- Motivated and results-driven. Sales :
- Analyzing customer shopping data to optimize sales efforts and better identify potential customers.
- Tracking the quotas and goals of each member of the sales team
- Entering order information into the company database
- Answering client questions regarding their account or sales products.

Achivements:

Member of an event organization committee
Participated in inter college competitions

Personal Profile

Marital status : Single
Nationality : Indian
Languages known : English, Hindi

VISA Status : Visit
