

# Amrita Sengupta

Inside Sales Manager (Co-Ordinator)

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📍 Hyderabad, Telangana |

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## Professional Summary

Dynamic and proactive **Sales Coordinator Manager** with **11+ years** of experience in **customer service and technical sales management**. Proven ability to **develop and execute innovative sales strategies, analyze sales data, and manage contract preparation**. Certified Sales Manager recognized for excelling in high-pressure business environments. Strong communication, leadership, and time management skills, with the ability to thrive in fast-paced settings.

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## Experience

Inside Sales Manager (Co-Ordinator)

**Sri Balaji Max Mail Pvt Ltd** | Hyderabad | **Jul 2024 – Present**

- Prepared contracts, conducted sales reports, and implemented new strategies to boost corporate sales.
- Acted as the primary liaison between the company and key customers, responding to calls and emails.
- Managed major customer accounts, reviewed client complaints, and established sales targets.
- Maintained sales records, handled data entry, and delivered exceptional customer service.
- Served as the link between administrative personnel and senior management to streamline communication.
- Recognized **thrice as Employee of the Month** for driving sales and revenue growth.

Product Account Manager

**Sunnet Solutions Pvt Ltd** | Hyderabad | **Jun 2023 – Jun 2024**

- Developed and executed **business development strategies** focused on **IT products**.
- Conducted market research to identify new opportunities and customer needs.
- Managed sales for **Video Conference Solutions, Headsets, Laptops, Desktops, CCTV Cameras, and Biometrics**.
- Generated progress reports for clients and senior leaders.
- Built and maintained long-term relationships with **new and existing customers**.
- Mentored and developed **entry-level staff** into valuable sales professionals.
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Jr. Regional Manager

My Class Board | Hyderabad | Dec 2021 – May 2023

- Prepared and presented **regional performance reports** for senior management.
- Mentored employees and recommended training programs for skill enhancement.
- Reviewed key performance indicators to drive sales success.
- Negotiated contracts with suppliers, vendors, and manufacturers.
- Developed **business and marketing plans**, ensuring cost-effective operations.
- Secured **long-term client relationships** and analyzed financial statements for business growth.

Senior Sales Executive

Vimbri Media Pvt Ltd | Hyderabad | Sep 2018 – Oct 2021

- **Generated USA leads** and maintained strong relationships to ensure consistent sales revenue.
- Conducted **cold calls** to identify high-potential prospects.
- Maintained detailed records of total sales and analyzed sales metrics.
- Closed deals and achieved monthly quotas.
- Collaborated with channel partners to build sales pipelines and close deals.

Team Leader

Data Patterns Ltd | Hyderabad | Nov 2012 – Jul 2018

- Led a team of **10 customer support agents** handling international clients from **UK, North Korea, USA, and Germany**.
- Provided **technical support** for cabling, **Gated Automation, Boom Barriers**, and troubleshooting.
- Ensured **customer satisfaction** through efficient resolution of hardware and software-related issues.
- Documented policies for customer interactions and official company announcements.
- Regularly reviewed **customer feedback** and implemented service improvement measures.

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## Education

- **Bachelor of Commerce (B.Com)** – Chatrapati Shahuji Maharaj University (2006)
- **Diploma in Travel Management** – Indian Merchant Chambers (2003)
- **XIIth (Commerce)** – SNDT Women's University (2002)
- **Xth Standard Board** – Greens English School, Mumbai Board (1999)

## Skills

- ✓ Sales & Business Development
  - ✓ Customer Relationship Management (CRM)
  - ✓ Cold Calling & Lead Generation
  - ✓ Contract Negotiation
  - ✓ Market Research & Sales Forecasting
  - ✓ Team Leadership & Training
  - ✓ Time Management & Correspondence Handling
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## Languages

- **English** – Fluent
- **Bengali** – Fluent
- **Hindi** – Fluent
- **Marathi** – Proficient