

SANDEEP

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📍 B-169a, Street No- 10-11, Shyam Vihar Phase 1, Najafgarh, New Delhi-110043

EXPERIENCE

07/2024 - Present

Noida

Assistant Business Development Manager

Black Ink Studio

A recognized marketing collateral company dedicated to Real Estate and Architectural Projects.

Drove revenue growth by identifying and securing new real estate and architectural clients across **PAN India** for marketing collateral projects. Managed the entire sales cycle from lead generation to proposal, and to contract negotiation, consistently exceeding targets, and fostering strong client relationships in the market.

09/2020 - 06/2024

New Delhi

Business Development Executive

A.S. Paper Mart

A business firm dealing in paper trading, including procurement, sales, and logistics.

Grew sales by identifying new clients and market opportunities. Managed the full sales cycle, built strong client relationships, and executed strategies to boost revenue and expand market reach.

09/2016 - 08/2020

Noida

Senior Customer Care Executive (Email Support), Post-Sales

DF Star Pvt Ltd

A UK-based online (eBay and Amazon worldwide) clothing store for women.

Managed post-sale inquiries via email for an online women's clothing store, resolving issues for customers across **Europe, the UK, and the US**. Ensured high satisfaction by handling returns, exchanges, and product concerns efficiently.

01/2012 - 08/2014

Noida

Customer Care Executive (Chat Support), Pre-Sales

iEnergizer Limited

A global Business Process Outsourcing (BPO) company

As a Customer Care Executive (Chat Support) for pre-sale inquiries at **Virgin Media (UK) and Comcast Xfinity (US)**, provided expert guidance on products and services, clarified offerings, and addressed potential customer concerns via live chat to facilitate sales and enhance the customer's buying journey.

EDUCATION

- 2010 • Bachelor's Degree
University of Delhi
- 2006 • Senior Secondary
CBSE, Delhi
- 2003 • Higher Secondary
CBSE, Delhi

SKILLS

Marketing & Communication Skills

Sales and Business Development Skills

Business Acumen and Strategic Skills

Interpersonal and Persuasion Skills

Professional Email Communication

Business Proposal Development

Rapport Building and Personal Relationship Management

UNDERTAKING

I confirm that the information presented in this resume is accurate and complete. I am eager to demonstrate my skills and experience, and I assure you of my dedication and commitment should I be given the opportunity to contribute to your team.

SANDEEP

DATE: