##  Curriculum Vitae

**Sudheerkarthik .C Address:**

**Mobile:** +91 –9902214828 (M) No.112 ,2nd cross ,2nd main

 MICO layout , BTM 2nd stage

**E-Mail:** sudheerkarthikibt@gmail.com Bangalore -560076.

“I am a dedicated, organized and motivated individual. I have good interpersonal skills, am an excellent team worker and am keen and very willing to learn and develop new skills. I am reliable and dependable and often seek new responsibilities within a wide range of employment areas. I have an active and dynamic approach to work and getting things done. I am able to take instructions from all levels and build up good working relationships with all colleagues.”

###### Brief Overview

* **Bachelor In Technology (B.Tech)** with more than **9 years** of experience in **BPO**,**KPO and Insidesales. .**
* Previously associated with **Simplilearn Solutions Pvt Ltd.,** as **Senior Inside Sales Specialist – Bangalore**
* **Key Responsibilities:** Sales Management, Customer Relationship Management and Escalation Management.

###### Educational Qualification: -

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| **Class/Course** | **University/Board** | **Institution** |
| B.Tech | Bharath University | Bharath College of Engineering and Technology |
| Intermediate | Board Of Intermediate | Kora Junior College |
| X | Andhra Pradesh Secondary Education Examination Board | Lilly Little Flower High School |

###### Computer skills

* Good Knowledge in MS Office packages such as Microsoft Word, Excel, Power point and Outlook.
* Completed Lean Six Sigma Yellow Belt online training by MSME TDC Govt of India,from Vision excellence ,Chennai.
* Have good knowledge regarding the quality analysis by using the Lean Six Sigma Tools by using DMAIC approach.

**WORK EXPERIENCE:**

**Company Name : Simplilearn Solutions PVT LTD.**

Simplilearn is the leading digital skills provider, enabling learners across the globe. Their programs and certifications empower learners to achieve their career goals faster. Founded in 2010 and based in San Francisco, California, and Bangalore, India, Simplilearn, a Blackstone company is the world’s #1 online Boot camp for digital economy skills training. Our programs are designed and delivered with world-renowned universities, top corporations, and leading industry bodies via live online classes featuring top industry practitioners, sought-after trainers, and global leaders.

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| Date of Employment: | 16/05/2023– 18/08/2023 |
| Name of Employer: | ***Simplilearn Solutions PVT LTD.*** |
| Job Title: | Inside Sales Specialist |
| Key Responsibilities: | * Achieve growth and hit sales targets.
* Design and implement a strategic business plan that expands company’s customer base and ensure its strong presence
* Build and promote strong, long-lasting customer relationships by partnering with them and understanding their needs
* Identify emerging markets and market shifts while being fully aware of new products and competition status
* Maintain minimum conversation of 8%.Able to reach the target of $12000 on monthly basis( sales and customer retention)
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**Company Name: Vedantu Innovations Limited**

**Vedantu** is an interactive online tutoring platform where teachers provide school tuitions to students over the internet, using a real-time virtual learning environment named WAVE (Whiteboard Audio Video Environment), a technology built in-house.

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| Date of Employment: | 03/2019– 20/08/2022 |
| Name of Employer: | Vedantu Innovations Limited |
| Job Title: | Senior Student Care Specialist |
| Key Responsibilities: | * Taking responsbility of the students enrolled with ONE TO ONE classes on Vedantu as Student Account Manager from on boarding them through the duration of their subscription period.
* Resolving the concerns or issues raised by the student’s related to ONE TO ONE Sessions ,collecting the CSAT from the B2C customers,identifing the trends with the customer for renewal’s and references.
* Following up with the refund tickets raised by the customers and retaining the customer to continue with the services .
* Processing the refund tickets and resolving the tickets by collecting the data from accounts team ,updating the same to the customer through phone call ,E-mail ,Whatsapp or text message.
* Build and promote strong, long-lasting customer relationships by partnering with them and understanding their needs
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**Company Name: Healthifyme India Limited**

**HealthifyMe** is an Indian digital [weight loss](https://en.wikipedia.org/wiki/Weight_loss) platform that provides fitness services. Developed for both [Android](https://en.wikipedia.org/wiki/Android_%28operating_system%29) and [iOS](https://en.wikipedia.org/wiki/IOS) platforms, the application provides calorie tracking, water tracking and on-the-cloud fitness coaching. In addition to these, the app takes the gamified approach to keep users motivated.

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| Date of Employment: | 11/2018 – 02/2019 |
| Name of Employer: | Healthifyme India Limited |
| Job Title: | Consultant Senior Sales Executive |
| Key Responsibilities: | * Achieve growth and hit sales targets ,able to generate a revenue of $50,000 .
* Design and implement a strategic business plan that expands company’s customer base and ensure its strong presence
* Build and promote strong, long-lasting customer relationships by partnering with them and understanding their needs
* Identify emerging markets and market shifts while being fully aware of new products and competition status
* Maintain minimum conversation of 8%.( sales and customer retention)
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**Company Name: Specadel Technology Pvt. Ltd.**

The Learning App is the popular brand name for Think and Learn Private Ltd., a [Bengaluru](https://en.wikipedia.org/wiki/Bengaluru)-based [Educational technology](https://en.wikipedia.org/wiki/Educational_technology) (edtech) and [online tutoring](https://en.wikipedia.org/wiki/Online_tutoring) company that has recently received large-scale attention from students across [India](https://en.wikipedia.org/wiki/India) and attracted investors from across the globe. It is currently India's best funded education startup, and is considered to be one among the only few Indian consumer startups that has gone global, particularly with the 2017

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| Date of Employment: | 07/2014 – 09/2018 |
| Name of Employer: | Specadel Technology Pvt. Ltd.  |
| Job Title: | Business Development Associate |
| Key Responsibilities: | * Achieve growth and hit sales targets ,able to generate a revenue of more than 1 million dollar revenue.
* Design and implement a strategic business plan that expands company’s customer base and ensure its strong presence
* Build and promote strong, long-lasting customer relationships by partnering with them and understanding their needs
* Identify emerging markets and market shifts while being fully aware of new products and competition status
* Maintain minimum conversation of 8%.( sales and retention)
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**Company Name –Infosys BPO Limited**

**Infosys BPO Limited** (currently referred as BPM) the [business process management](https://en.wikipedia.org/wiki/Business_process_management) subsidiary of [**Infosys**](https://en.wikipedia.org/wiki/Infosys), was set up in April 2002. **Infosys** BPM focuses on integrated end-to-end outsourcing solutions. **Infosys** BPM operates in India, Poland, Czech Republic, Netherlands, Ireland, South Africa, Brazil, Mexico, Costa Rica, United States, Puerto Rico, China, Philippines, Singapore, and Australia

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| Date of Employment: | 09/03/2013 – 04/11/2013  |
| Name of Employer: | Infosys BPO Limited. |
| Job Title: | Process Executive |
| Key Responsibilities: | * Answer calls professionally to provide information about products and services, take/ cancel orders, or obtain details of complaints.
* Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.
* Follow up to ensure that appropriate actions were taken on customers' requests.
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**Declaration -**

I declare that I am physically and mentally fit and of good health. I can easily get along with different kinds of people. By nature, I am hardworking and ambitious and am willing to undertake responsibilities and challenges that come my way. If I am given an opportunity in your esteemed organization, I will do my best and excel. I am very confident that I can easily surpass my superior’s expectations with my work. The information given above is true to the best of my knowledge.

 Thanking You,

Place: Bangalore Yoursfaithfully

Date: (Sudheer Karthik.C )