



DEVA NAND KHATRI

Sales Executive

Profile

Results-driven and highly motivated Sales Executive with a proven track record of driving revenue growth and establishing strong client relationships. Skilled in identifying new business opportunities, managing sales pipelines, and negotiating contracts. Adept at using CRM software and sales tools to track leads, monitor progress, and close deals. Excellent communication and presentation skills, with a keen ability to understand client needs and provide tailored solutions. Strong organizational abilities, with a focus on achieving sales targets and contributing to company success. Quick to adapt to new market trends and technologies, always striving for continuous improvement

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Education

Bachelor of Commerce (B.com)

Himalyan Garhwal university, Utrakhand 2024

2021 - 2024

Experience Based Skills

- Accounting Customer
- Support Management CRM Tools (e.g., Salesforce) Sales & Enrollment Data
- Management & Reporting Client Relationship
- Management Problem Solving & Troubleshooting

Language

- English
- Hindi

Work Experience

Teleperformance

Customer Service Executive

2022 - 2023

- Customer Assistance:** Provided prompt and effective solutions to customer inquiries.
- Technical Issue Resolution:** Resolved technical problems efficiently.
- Complaint Handling:** Managed customer complaints across multiple channels.
- Customer Satisfaction:** Maintained high satisfaction by addressing concerns with professionalism and empathy.
- Record Keeping:** Ensured accurate documentation of all customer interactions.
- Team Collaboration:** Worked with teams to enhance service quality and streamline processes.
- Process Improvement:** Contributed to the overall efficiency of the support team.

Bill gossling outsourcing

Sales executive

April 2024 - June 2024

- Student & Parent Communication:** Managed discussions regarding educational needs.
- Sales & Promotion:** Successfully sold online courses for JEE and NEET exams.
- Student Guidance:** Assisted students in navigating their exam preparation.
- Tailored Solutions:** Provided customized course recommendations.
- Customer Satisfaction:** Ensured a high level of satisfaction through effective support.
- Increased Enrollments:** Contributed to a rise in course registrations.

Innovana thinklabs ltd

Sales executive

July 2024 - Jan 2025

- Sales Performance:** Consistently exceeded sales targets.
- Revenue Growth:** Drove a 20% increase in overall revenue.
- Lead Conversion:** Improved lead conversion rates by 15%.
- Product Adoption:** Developed strategies that boosted product adoption by 25%.
- Customer Retention:** Focused on long-term client relationships, leading to a 30% increase in retention.