

SONU PRAJAPATI

Applied For: **Team Leader-Sales**

+91 8476852653 mrsonukumar0077@gmail.com www.sonudarv.com Mayur Vihar, Phase 3, Delhi-110 096

Objective

Having 4 years of BPO experience, including 2 years as a Sales Team Leader in the healthcare sector and 1 Years as an MIS Executive in the E-commerce sector. Leading high-performing team, driving aggressive revenue targets, and maximizing customer acquisition through strategic planning and performance management. Seeking a challenging leadership to accelerate sales growth, enhance profitability of organization.

Experience Summary

Sr.	Designation	Company	Location	Year	Experience	Process Name	Process Type
1	Sales Executive	Salary Now	Delhi	Jan-22 to Jun-22	6 Months	Personal Loan	Outbound Sales
2	Customer Service Executive	Startek	Noida	Jul-22 to Dec-22	6 Months	Flipkart	Outbound Customer Support
3	MIS Executive-Ops.	Startek	Noida	Jan-23 to Jan-24	1 Year	Flipkart	IB Customer Support & OB Sales
4	Team Leader-Sales	HOD	Noida	Jan-24 to Feb-26	2 Years	Diagnostics	Outbound Hardcore Sales

Headcount Summary

Sr.	Designation	Company	Type	HC Handle	Domain	Reason For Leaving	Role Ratio
1	Sales Executive	Salary Now	B2C	0	NBFC/Loan	Found Better Opportunity	1:0
2	Customer Service Executive	Startek	B2B	0	E-Commerce	Promoted as an MIS Executive	1:0
3	MIS Executive-Ops.	Startek	B2B	IB-110 + OB-90	E-Commerce	Found Better Opportunity	1:200
4	Team Leader-Sales	HOD	B2C	20	Healthcare	Due to Demise in Family	1:20

Certifications

- Certified in Operations Management.
- Certified in Project Management, successfully completed Project Management assessments.
- Certified in Six Sigma (DMAIC), successfully completed Six Sigma Management assessments.
- Certified in Leadership & People Management.
- Certified in Microsoft Office, completed from Unique Computer Centre, Mayur Vihar, Delhi - 110096 (2021)
- Completed 10th and 12th from UP Board and earned a Bachelor of Arts from Delhi University (2024).

Exact Link for Certifications: <https://sonudarv.com/certifications/>

Projects & Initiatives

- Led performance improvement project resulting in 25% increase in team productivity.
- Implemented process optimization initiative reducing error rate by 18%.
- Designed structured training program improving team conversion rate by 15%.
- Developed KPI dashboard for real-time performance monitoring.

Exact Link for Projects & Initiatives: <https://sonudarv.com/portfolio/>

Skills

Productivity Tools:	Notepad, Microsoft Word, Advanced Excel , Google Sheets, Google Forms and Looker Studio.
Data & Reporting:	Data Cleaning, Transformation, Dashboarding and data visualization using advanced Excel.
Dialer Systems:	Proficient in CMS and Tata Tele Smart Flow to manage agent productivity .
Soft & Business:	Business Process Understanding , Team Collaboration, Problem-Solving and Communication

KPI & KRA as a Team Leader-Sales

- **Led a team of 20 sales executive** to consistently achieve daily, weekly, and monthly sales targets.
- Tracked metrics such as SL, TNPS, NPS, CES, AHT, attrition, shrinkage, QA Score, APR, occupancy, attendance, adherence, utilization, Conversion rates, calls volume, talk time, login/logout, and breaks.
- Prepared and conducted **daily, weekly, and monthly reviews** to track KPIs and ensured alignment with business goals.
- Conducted regular training and **performance reviews to improve individual and team performance**.
- Monitored agents calls and gave real-time feedback to improve pitch quality and conversions.
- Coached agents on objection handling, hardcore sales techniques, and effective call closures.
- Ensured adherence to scripts, compliance rules, and overall process quality standards.
- Conducted daily huddles to set targets, shared updates, and motivated team members.
- Handled customer escalations and supported agents to **maintain high CSAT scores**.
- Coordinated with QA and training teams to improve call quality and agent performance.
- Improved team conversion rate by optimizing lead allocation and follow-up strategy.
- Prepare daily, weekly and monthly accurate sales reports and submit to management.
- Managed team attendance, discipline, and shift adherence on the operations floor.

KPI & KRA as an MIS Executive-Sales

- Prepared daily, weekly, monthly, and annual MIS reports using Advanced Excel and Google Sheets.
- Designed and maintained dynamic sales dashboards and performance trackers using Advanced Excel and Google Sheets.
- Automated MIS reports using VLOOKUP, XLOOKUP, IF conditions, Index Match, data validation, along with pivot tables, charts, and made the interactive dashboards to improve process efficiency.
- Automated daily reporting processes, saving approx. 2+ hours per day.
- Tracked and analyzed operational key metrics such as AHT, Attrition, Shrinkage, APR, occupancy, attendance, conversion rate, call volume, talk time, login & logout, and agent breaks.
- Generated real-time performance reports for Team Leaders and Management.
- Created sales & follow-up performance dashboards for decision-making.
- Created dashboards for 200+ Team members to track performance.
- Worked closely with Training, Quality, HR, and MIS team to improve processes and agent performance
- Validated data from multiple sources (CRM, dialer, coordination) to ensure accuracy.
- Ensured 100% on-time report delivery within defined TAT.
- Ensured compliance with data privacy, security policies, and organizational standards.
- Maintained strict confidentiality of business data while handling sensitive organization and sales data.

Interest

- Sales strategy planning and target optimization
- KPI tracking and performance analysis
- Continuous learning in leadership and management skills
- Team collaboration and communication

Other Details

- Gender: Male
- Current Working Location: Noida Sector 16
- Languages Known: Hindi and English
- Joining Availability: Immediate