



## KRISHNA ROY

### Customer Support Executive

#### PROFILE

Ability to demonstrate products  
and deliver effective sales

Presentations to win new business.

Consistently achieved 100%

Of my sales target

By making 90 - 200 outbound &

30 + inbound cold calls per day

for USA & CA process.

#### SKILLS

Strategic Prospecting Skills

Rapport Building on the call

Buyer-Seller Agreement

Active Listening

Good Communication

Qualification Questioning

Time Management

Objection Prevention

Objection Handling

Gaining Commitment

Closing Techniques

Post-Sale Relationship

Management

#### CONTACT

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## EXPERIENCE

- 2012-2015 | Global Touch Software Solutions**  
Worked as a Technical Support Executive with the duties including sign-up new customers. Retrieving customer data, presenting relevant product & sales services.
- 2015-2016 | Swadesh Software's Pvt. Ltd.**  
Worked as a Senior Business Development Manager and generated new business through prospecting and cold calling and exceeded sales goals for three consecutive months by maintaining & creating a consistent pipeline.
- 2016 | Geeksoft Technologies Pvt. Ltd.,**  
Built and maintained relationships with key contacts at Potential clients, consulted customers and partners in Order to get access to new opportunities.
- 2017 | Websculpt LLP.**  
Enhanced organization reputation by accepting 20% Ownership for accomplishing new and different requests; Exploring opportunities to add value to job accomplishments.
- 2018-2019 | Cloud Space ITES**  
Streamlined entire sales departments to increase Productivity and eradicate unnecessary processes.

## EDUCATION

- 2003 | West Bengal Board of Secondary Education**  
10<sup>th</sup>. Passed.
- 2005 | Durgapur Youth Computer Training Centre**  
Certificate in Information Technology Application.
- 2012 | Netaji Subhas Open University**  
Bachelors Preperatory Programme

## ADDRESS

Gopalmath ( Banagram Plot ), Durgapur – 713217, West Bardhamaan,  
State – West Bengal, Country – India.