

NIKHIL AGARWAL

CONTACT

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- Kolkata, West Bengal

KEY SKILLS

- B2B and B2C sales
- Account management
- Strategy development
- Salesforce CRM
- Leading Teams

TECHNICAL SKILLS

- MS EXCEL
- Hubspot CRM
- Leadsquared CRM
- Salesforce CRM

EDUCATION

- 2018
Bachelor Of Technology (Computer Science)
from **Techno India College Of Technology** -
Grade: 6.8
- 2013
Higher Secondary Education from **Indira Gandhi Memorial High School**
Grade: 68%
- 2011
Secondary Education from **Indira Gandhi Memorial High School**
Grade: 6.8

PERSONAL INFO

- Father's Name – Late. Anand Agarwal
- Permanent Address – Baguiati, Kolkata, W.B. Pin - 700028
- Date of Birth – October, 1994
- Marital Status- Unmarried
- Languages known – English, Hindi, Bengali.

PROFESSIONAL SUMMARY

Professional with 8+ years of experience in leading teams in sales and operations with a passion to learn, unlearn and relearn. Customer-focused sales manager, successfully contributing to company profits by improving team efficiency and productivity. Utilises excellent organisational skill to enhance efficiency and lead teams to achieve outstanding sales.

WORK EXPERIENCE

Think & Learn Pvt Ltd. (BYJU's) - Business Development

March 2022 – Sep 2023

CATEGORY - ED-TECH : CLIENTS - INDIAN CLIENTS

- Direct sales targets
- Supervised and mentored a team of academic counselors
- Data analysis around sales, trends etc for management reporting.
- Operation management to drive SOPs and Key KPIs.
- Performance monitoring and timely feedback/training.

WEBSKRULLS - Sales & Operations Manager

July 2019 – March 2022

CATEGORY - DIGITAL MARKETING : CLIENTS - INTERNATIONAL CLIENT

- Mentored 100+ Sales professionals, 30+ Account Managers
- Overseeing daily operation of the company in key domains such as sales, collection, retention etc.
- Optimisation of organisational resources to manage administrative and operational needs within budgetary framework.
- Continuous process improvements and automation to drive efficiency.
- Regular feedback to recruitment and onboarding teams to help in strategy building and refinement.

Clarus Telecom India Pvt Ltd - Accounts Manager (Receivables)

April 2019 – July 2019

CATEGORY - DIGITAL MARKETING : CLIENTS - INTERNATIONAL CLIENTS

- Lead Account management team of 5.
- Providing exemplary service level to clients and building relationships for new business opportunities to boost organization's revenue.
- Contributed into in product/service development/enhancement by attending customer meetings to understand customer needs and issues.

Elagoon Business Solutions Pvt Ltd - Team Supervisor

March 2018 – April 2019

CATEGORY - DIGITAL MARKETING : CLIENTS - INTERNATIONAL CLIENTS

- Lead a team of 25+ executives.
- Deal closing and final negotiation with big customers
- Overseeing the transition of new clients/deals from sales to operations.

Phoenix Analytical Systems Pvt Ltd - Senior Associate

Dec 2014 – March 2018

CATEGORY - DIGITAL MARKETING : CLIENTS - INTERNATIONAL CLIENTS

- Started as a sales executive.
- Leading a team of 10+ executives at the time of exit.