

Priya Mol V

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A highly motivated and result driven professional utilizing enthusiasm, perseverance with technical, analytical and logical skills and strong desire to learn, to contribute and make a positive difference to the organization. Seeking a challenging position in..

Team Lead- Inside Sales

PROFILE AT A GLANCE

- Over 12+ years of experience in Inside Sales.
- Ability to adapt well and perform in new competitive environment with flexibility towards shifts in working and excelling under high pressure and diverse situation
- Adept at effectively dealing with customers and associates to meet their satisfaction utilizing customer centric approach combining relationship building and customer retention abilities
- Hard Working and committed with an ability to take up responsibilities and deliver positive results.
- strong analytical mind-set to learn quickly and high confidence to draw estimation & take up new challenges combining excellent problem solving skills

ORGANISATIONAL EXPERIENCE

January'2022- November 2024 with Veltris (West Agile Labs) as Team Lead- Inside Sales.

- Lead and mentor a team of inside sales representatives, providing guidance, training, and support to enhance team performance and achieve sales targets.
- Develop and implement effective sales strategies and tactics to drive lead generation, pipeline development, and revenue growth.
- Conduct research to identify new market opportunities, understand industry trends, and stay informed about competitors.
- Monitor and analyze team performance metrics, conducting regular one-on-one meetings with each team member every month to discuss goals, challenges, and development opportunities.
- submit performance review forms for inside sales representatives every six months and annually, providing detailed feedback and development recommendations.
- Utilize sales data , automation tools to generate detailed reports, track progress, and provide insights to senior management for strategic decision-making
- Leverage automation platforms (e.g Reply.io) to manage data, track leads, and optimize sales workflows.
- Manage and streamline the sales pipeline, ensuring efficient lead tracking, follow-up, and conversion processes.
- Manage and execute email marketing campaigns, including creating content, segmenting lists, and tracking campaign performance.
- Oversee the lead generation process, including researching and identifying potential clients, qualifying leads, and setting appointments for the sales team.
- Prepare and present detailed sales reports, forecasts, and insights to senior management. Analyze sales data to identify trends, opportunities, and areas for improvement.
- Work closely with the marketing and external sales teams to align strategies and ensure seamless communication and execution of campaigns.
- Conduct interviews for prospective team members, assessing their skills and fit for the team, and making hiring decisions to build a strong, effective sales team.
- Develop and deliver training programs for new hires and existing team members, including onboarding, skill enhancement, and ongoing professional development.
- Led the successful application process for the Inc. 5000, guiding the preparation of necessary documentation and data, resulting in our company's inclusion on this prestigious list of fastest-growing companies.

- Actively contributed as a top-performing sales representative alongside team management responsibilities, consistently exceeding personal sales targets and driving business results.
- Conceived and executed a high-impact sales campaign that achieved a 70% open rate and significantly increased meeting conversions, demonstrating effective strategy execution and client engagement.

August'2021- Jan' 2022 with SoftVolt, Jaipur Rajasthan as Lead- Inside Sales.

Role:

- Research and prospect for new clients in the areas like Business Intelligence services , Website and Mobile Application development, CRM Services, Digital marketing and SEO services, IT Staff Augmentation services.
- Prospecting, generating, qualifying, processing and following up on leads and appointment setting for external sales team.
- Performing tasks using tools like LinkedIn, company websites and many more for quality research.
- Uploading and maintaining entire researched data in Microsoft Onedrive.
- Perform research geographically and demographically.
- Identification of each Line of Business (LOB) and the internal applications tied to LOB
- Identifying the verticals and finding out the key personnel/decision makers through effective research.
- Assisting the prospecting team in sharing the database of key decision makers of particular service, for a particular company
- Campaigns to various Corporate prospects & frequent follow ups with interested prospects.
- Sending Initial Introductory emails to prospects (customized w.r.t each prospect) & regular follow up.
- Using automation tools for E-mail campaign (office-365)
- Generating leads via e-mail Marketing from the assigned regions and industry verticals (USA, Singapore, Dubai).
- Achieving sales lead gen and appointment quotas.
- Providing consistent, concise, accurate and timely sales lead gen and daily activity reports to management.

July'2020- Aug'2021 with Tech Triad Team (T3), Gachibowli Hyderabad as Senior Lead Generation Executive.

Role:

- Research and prospect for new clients in the areas like Application Development, Cyber Security, Data Analytics, Staffing and Outsourcing.
- Prospecting, generating, qualifying, processing and following up on leads and appointment setting for external sales team.
- Performing tasks using tools like ZoomInfo, LinkedIn, Dice.com, Indeed and many more for quality research.
- Uploading and maintaining entire researched data in Microsoft Onedrive.
- Perform research geographically and demographically.
- Identification of each Line of Business (LOB) and the internal applications tied to LOB
- Identifying the verticals and finding out the key personnel/decision makers through effective research.
- Assisting the prospecting team in sharing the database of key decision makers of particular service, for a particular company
- Campaigns to various Corporate prospects & frequent follow ups with interested prospects.
- Sending Initial Introductory emails to prospects (customized w.r.t each prospect) & regular follow up.
- Using automation tools for E-mail campaign (office-365)
- Generating leads via e-mail Marketing from the assigned regions and industry verticals (USA).
- Achieving sales lead gen and appointment quotas.
- Providing consistent, concise, accurate and timely sales lead gen and daily activity reports to management.

Oct'2017- Apr'2020 with Solunus Technologies, Hitech City Hyderabad as Senior Lead Generation Executive – Marketing Team.

Role:

- Research and prospect for new clients in the areas like Salesforce CRM, Cloud Computing.
- Taking in the requirements of the leads and qualifying them before passing to the business development managers
- Performed tasks using tools like Discover.org, LinkedIn Sales navigator and many more for quality research.
- Upload and maintain entire researched data in Salesforce CRM (Sales Cloud).
- Performed research geographically and demographically
- Identification of each Line of Business (LOB) and the internal applications tied to LOB
- Identifying the verticals and finding out the key personnel/decision makers through effective research.
- Assisting the prospecting team in sharing the database of key decision makers of particular service, for a particular company
- Campaigns to various Corporate prospects & frequent follow ups with interested prospects.
- Sending Initial Introductory emails to prospects (customized w.r.t each prospect) & regular follow up.
- Used different automation tools for E-mail campaign (office-365, Klenty, Zoho And Mail merge)
- Generating leads via e-mail Marketing and Cold calling from the assigned regions and industry verticals (USA).

Dec'2016- May'2017 with C-touch products.com, Hitech City Hyderabad as Senior Sales Co-ordinator – Sales Team

Role:

- Gathering vendors data from different e-commerce sites.
- Reaching out to new vendors and pitches outlining the benefits of services in order to register on our website.
- Listening to vendors requirements and presenting appropriately to make a sale
- Maintaining relationship with all potential and existing clients.
- Ensuring proper servicing and after sales support to clients
- Daily Data reporting to management.
- Responding to incoming email and phone enquiries
- Negotiating the terms of an agreement and closing sales
- Recording sales and order information and sending copies to the sales manager and entering figures into a computer system

Sept'2015- June'2016 with Monster.com India Pvt Ltd., Ameerpet Hyderabad as Senior Consumer Sales Advisor - Consumer Sales

Role:

- Generating sales for career services like resume writing, express resume, etc..
- Tapping new customers from existing databases and offering Career Services.
- Interacting with potential customers and addressing telephonic queries.
- Maintaining the database of generated leads.
- Selling the resume packages to the job seekers over the phone through cold calling.
- Manage the reporting across goals/objectives and new initiatives.
- Proactively manage the quality of all customer interactions.

Apr'2014-Dec'2014 with Magus Customer Dialog, Begumpet Hyderabad as Senior Customer Care Executive

Role:

- Handling outbound calls as per the online data.
- Informing customers regarding Airtel dth service.
- Clarification of queries regarding our services.
- Assist client to purchase the Airtel DTH product through online.
- Maintaining a record with all day to day outbound call details.
- Raising issues in lieu of customers.

May'2011-Mar'2014 with GTM Teleshopping Pvt Ltd. , Ameerpet Hyderabad as Team Leader

Growth path:

May'2011 – May'2013 Senior Customer Care Executive

May'2013 – Mar'2014 Team Leader

Role:

- Trained Fresh Tele callers.
- Transferred data from management to tele callers.
- Handled Customer Issues and raised issues on behalf of customers.
- Interacted with customers regarding products.
- Managed a Team accurately.
- Communicated with team and management.
- Audited calls and given feedback to team members day to day.
- Handled incoming calls and outgoing from customers.
- Informed customers regarding teleshopping products.
- Booked order from the customers.
- Convincing customers and selling products.
- Raising issues in lieu of customers.
- Clarification of queries regarding our services.

ACADEMIC DETAILS

- MBA in Business Management specialization in Human Resource (Major) & Finance (Minor) from Priyadarshini college of Business Management in 2016.
- Bachelor of Science in Electronics With Computer Hardware from Institute of Human Resource Development College (CAS), Pathanamthitta, Kerala in 2010.
- Intermediate of Science, Govt Higher Secondary School, Pathanamthitta, Kerala in 2007.

TECHNICAL QUALIFICATION

- .NET
- C Programming
- MS Office

PROFFSSIONAL STRENGTH

- In-depth knowledge of basic operating systems.
- Flexible, attention to detail and ability to learn quickly.
- Possess excellent listening and responding skills.
- Ability to handle multiple tasks and solve customer queries efficiently.
- Possess good sales and customer service skills.
- Excellent administrative and organizational skills.
- Ability to maintain basic knowledge of products, pricing, promotions, procedures, and other important issues.
- Highly initiative to manage a busy workload without close supervision.
- Ability to build and maintain good relationship with customer.

PERSONAL DETAILS

- **Date of Birth:** 18th June 1990
- **Languages Known:** English, Telugu, Malayalam.
- **Residential Address:** Malakpet, Hyderabad.
- **Marital status:** Married