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## ARPANDEB MUKHERJEE

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14C/1 K P ROY LANE DHAKURIA KOL-31  
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### PROFESSIONAL SUMMARY

Proficient sales person with 4+ years experience in tele-sales, direct sales and B2B. Person with confident, resourceful nature, skilled at determining clients' need and exceeding sales goal on a consistent basis seeking an opportunity to be challenged and grow in skills and knowledge.

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### WORK EXPERIENCE

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| Jan'19 - Present  | <ul style="list-style-type: none"><li>• <b>Home Credit India Finance Pvt Ltd (Consumer financing segment for mobiles and Home appliances)</b><br/>District Sales Manager Designated<br/>Responsible for Business and market Development.<br/>Identify business opportunities and grow business by establishing contact and developing relationship with dealers.<br/>Maintain relationship with dealers by providing support, information and recommending profit and service improvement .<br/>Provide proper training, support and guidance to Retail Associates and lead them to ensure every member is meeting target for each month.<br/>Respond to clients' complaints and resolve them as quickly and thoroughly as possible.<br/>Control delinquency and Risk.<br/>Provide accurate, complete, and timely submission of required progress report.</li></ul> |
| June'18 - Dec'18  | <ul style="list-style-type: none"><li>• <b>Home Credit India Finance Pvt Ltd</b><br/>Senior Sales Associate</li></ul>   |
| March'17 - May'18 | <ul style="list-style-type: none"><li>• <b>Home Credit India Finance Pvt Ltd</b><br/>Sales Associate<br/>Lead generated through reference, marketing activities and placed calls to potential new clients and communicated effectively to close sales.<br/>Handled customers' queries and complaints.<br/>Controlled risk.</li></ul>  |
| Oct'16 - Feb'17   | <ul style="list-style-type: none"><li>• <b>CARETEL INFOTECH LTD</b><br/>Customer Care Associate<br/>Placed phone calls to potential clients to educate them on services and products offered by the company.<br/>Maintained relationship with clients and Followed up after the sale to resolve issues and to explore upselling opportunities.<br/>Monitored market conditions and competitors' products, prices, and sales to retain clients. Maintained sales tracker.</li></ul>  |

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### EDUCATIONAL QUALIFICATION

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| 2013 | <ul style="list-style-type: none"><li>• Completed Graduation from WBSU</li></ul> |
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### STRENGTHS

- Dedication Punctuality Self motivated Relationship building Problem solving Decision making

