SATYA **AKANA**

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To work in a challenging and stimulating environment that offers avenues for growth, based on capabilities and hard work. I want to work in your company to utilize and enhance my knowledge and to create value.

SOFTWARE HANDLING

- **CRM** – Salesforce, HubSpot
- **VoIP** – RingOver, Micro SIP, Zoiper, Xcally
- **SUITES** – Google Suite, Microsoft Suite
- **LEAD GENERATION**– Lusha, Apollo, Sales Navigator, Seamless, Slintel
- **CHAT TOOL** – Liveagent, Olark, Text2Hire
- **ATS** – Ceipal, Manatal, Arya
- **VMS** – Procurewise
- **WORKFORCE** – Ceipal

SKILLS

- Software Sales, IT Sales, SaaS Sales
- Lead Generation
- Data Mapping, Data Scrubbing
- Cold Calling
- Inbound Call Handling
- Account Handling
- Active Listening
- Product Support, Technical Support
- Troubleshooting, Problem Solving
- Strong negotiation and Selling Skills
- Team handling
- Product Training / Knowledge Transfer

EXPERIENCE

04TH DEC 2022 – PRESENT
SENIOR BUSINESS DEVELOPMENT SPECIALIST, CEIPAL Corp

- International Voice Process (SALES).
- It's a B2B Process (SaaS Sales – CEIPAL (ATS), Workforce (HRMS) & Text2Hire (Chat Tool)).
- I worked on Ceipal (Applicant Tracking System) and Procurewise (Vendor Management System).
- Responsible for lead generation using Lusha, LinkedIn Sales Navigator, Slintel, Seamless.
- Lead validation (Email validation, phone number validation).
- Responsible to do data mapping and data correction from the generated leads.
- Validation of sourced data (Validation of email and phone numbers).
- Responsible for identifying and generating sales-qualified leads and cross- selling.
- Engage with C-level and VP-level decision makers to clearly and concisely convey CEIPAL's message and value proposition.
- Responsible for managing the demand generation and the development and implementation of effective demand generation programs that meet the growth objectives of the business.
- Interacting with prospective customers over multiple channels (phone, email, social media) to understand their requirements and provide various solutions from the strong feature sets within our suite of SaaS-based products.
- Build, own, and grow email nurture programs to increase lead to pipeline conversation rates.

SOFTWARE/TOOLS: **CEIPAL ATS, Procurewise VMS, Micro SIP, Google Suite, HubSpot, GreytHR, RingOver**

SA

09TH MAY 2022 – 30TH NOV 2022

SENIOR SALES CONSULTANT, PATHFINDER BUSINESS ANALYSIS

- International Voice Process (SALES).
- It's a B2B Process (U.S Property Taxation (Service))
- Worked for the client "O'Connor and Associates-USA."
- Handling both Inbound and Outbound calls.
- Call clients / property owners and explain about the reduction process and service.
- Review property profile and inspect subject properties using provided documents.
- Review property information and other exemptions on the county website.
- Analyze estimated property tax using assessed property value.
- Consider exemptions and estimate property tax reduction.
- Finalize the contingency fee with the client.
- Coding an agent to the property to represent at the county.
- Generating reports on time with both DE and DA teams.

SOFTWARE/TOOLS**: Zoiper, Sophos, Xcally, Cisco, Microsoft Suite, Spartax**

09TH MARCH 2020 – 04TH MAY 2022

SUPPORT CONSULTANT, SPECTRAFORCE TECHNOLOGIES

- International Voice Process (SALES & SUPPORT).
- It's a B2B Process (SaaS Sales – Arya 3.0, Arya Pulse, Arya Quantum, & Arya Fusion).
- Handling both Inbound and Outbound calls.
- Managing a team of 8 being a flying team lead.
- Assigning & managing data. Expanding lead generation through cold calling, email campaigns, online events.
- Generating leads through Lusha, LinkedIn Sales Navigator.
- Generating sales pitch, product reports, feedback, corrections.
- Getting in touch with clients and explain/demo our product and convert a sale.
- Participating in tradeshows, sales meetings & webinars.
- Technical assistance and troubleshooting on calls with clients.
- Training newbies on application and process.
- Handle Tickets on Salesforce and resolve issues accordingly.
- Collaborating with Marketing team.

SOFTWARE/TOOLS**: Arya, Salesforce, Olark, Microsoft Suite, LinkedIn, Lusha, LinkedIn Sales Navigator.**

05TH NOVEMBER 2018 – 17TH FEBRUARY 2020

PROCESS ASSOCIATE, GENPACT PRIVATE LIMITED

- International Voice Process (COLLECTIONS).
- It's a B2C Process (Credit card debt collection)
- Handling both Inbound and Outbound calls.
- Collection of delinquent accounts.
- Maintaining acceptable call quality for the customer.
- Maintain a working knowledge of client policies and procedures.
- Speak clearly, concisely, and effectively; listen to, and understand information.
- Consistently and accurately document all information pertaining to accounts.
- Holding technical issues of the customer to sort out in a demanding way.
- Ability to multi-task by speaking with customers and typing notes simultaneously.

SOFTWARE/TOOLS**: Salesforce, Cisco, Xcally**

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06TH MARCH 2017 – 10TH AUGUST 2018
CUSTOMER CARE EXECUTIVE, CLOUD BIG DATA TECHNOLOGIES

- International Voice Process (SALES).
- It's a B2B Process (SaaS Sales – MANATAL (ATS))
- Handling both Inbound and Outbound calls.
- Set up and deliver sales presentations, product/service demonstrations, and other sales actions.
- Maintaining long-lasting relationships with existing clients through exceptional after-sales service.
- Actively sourcing new sales opportunities through cold calling and emailing.
- Identifying Business and Partnership opportunities for the company via Market Research and Lead Generation activities.
- Generate new leads and set appointments for the Sales Managers, within a defined territory, for specific lines of business, through cold calling campaigns.
- Assesses competitors by analyzing and summarizing competitor information and trends.
- Develops sales opportunities by researching and identifying potential accounts, soliciting new accounts, building rapport, providing technical information and explanations, and preparing quotations.
- Researching and qualifying new leads.

SOFTWARE/TOOLS: Manatal ATS, Liveagent, Microsoft Suite, LinkedIn

EDUCATION

- **2021 – PURSUING (Distance Education)**

BACHELOR'S IN COMMERCE, ANDHRA UNIVERSITY A.P

- **2011 - 2013**

HIGHER SECONDARY, BOARD OF INTERMEDIATE EDUCATION A.P

- **2010 – 2011**

SECONDARY SCHOOLING, BOARD OF SECONDARY EDUCATION A.P

ACTIVITIES

- **LANGUAGES** English, Telugu, Hindi
- **SPORTS** Kabaddi, Shuttle Badminton
- **HOBBIES** Drawing, Cooking, Long Drives
- **VOLUNTARY** Blood Donation

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