

SHAMBHAVI SHUKLA

Lucknow, Uttar Pradesh ▪ 9336440223

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EDUCATION

National PG college

Masters in Vocational Course (Banking, Stock and Insurance)

Lucknow, Uttar Pradesh
July, 2018- September, 2020

Career Convent College

Bachelor of Commerce

Lucknow, Uttar Pradesh
July, 2015- March, 2018

EXPERIENCE

JODO

Customer Success Specialist

Lucknow, Uttar Pradesh
November, 2022 – Present

- Achieved over Rs.1 crore annual bookings for Lucknow's Aakash Centre, Kunsapsskolan School and many outside center utilizing strategic sales approaches.
- Simplified fee payments with EMI options, reducing transaction hassles for colleges and students.
- Enhanced operational efficiency by implementing ECS methods for fee collection, minimizing manual efforts and streamlining administrative processes.

Vedantu Innovation Private Limited

Senior Counselor

Lucknow, Uttar Pradesh
September, 2021 – October, 2022

- Engaged 1500+ leads, converting 180+ to clients, generating Rs.30 Lakhs.
- Managed daily operations, handling 800 queries and 200 denials annually.
- Executed cold-calls, enhancing customer satisfaction by 20%.
- Developed sales strategies across four markets, achieving renewal targets, and mentoring new employees for peak performance.

Byjus

Business Development Associate

Maharashtra and Rajasthan (Work from Home)
October 2020 – August 2021

- Engaged 1600+ leads, converting 220+ to clients, achieving Rs. 30 Lakhs in sales.
- Managed daily operations, handling 800 queries and 200 denials annually.
- Conducted cold-calls, tailored sales approaches, and reviewed feedback to enhance customer satisfaction by 20%.
- Mentored new employees, facilitated interactions with executives, and achieved renewal targets through strategic sales strategies.

Academic Inside Consultancy

Internship

Lucknow, Uttar Pradesh
August – September 2020

- Conducted cold-calls to boost sales in designated territory, managing 120+ leads daily.
- Utilized consultative techniques, fostering strong customer relations with detailed service information.
- Ensured adherence to company guidelines, providing end-to-end customer support and timely corrective actions for enhanced satisfaction.

SKILLS

- Business Development Management and Team Management
- Client Relationship Management
- Sales Channel Development
- Negotiation and Strategic Planning Communication