

Curriculum Vitae

Ghanshyam Sahu

9 years of successful Customer Support, Virtual Assistance & Lead Generation experience

EXECUTIVE SUMMARY

Customer Support, Virtual Assistance and Lead generation with over 9 years of experience in a wide array of business settings: corporate/enterprise, Startup/small business, Information technology and BPO Industry. Adept in phone assistance, B2B telemarketing, Data analytics, B2B list building etc.

Professional Experience

Currently working part time as a Freelances assisting on jobs like Lead generation. BAB list building. Appointment setting etc. through the various platforms such as Upwork:, Hubstaff etc.

Virtual Assistant and Presale Lead Generation

Fruition Business Group Inc

Remote

Business Development Execution Company, North America

Aug 2015- Nov- 2018

Meeting Co-ordination

- Sending Email campaign to the targeted prospects
- Follow up calls on email we sent and set up an appointment with the prospect for the CEO.
- Make calls on leads those are directly came from Social media and from the company website and set up a meeting with them if relevant.

Lead Generation

- Generate leads from LinkedIn Sales Navigator and Instapage etc.
- Gather information's of the targeted contacts from zoom info, data.com and generate new leads in the system.
- Generate Validated leads by making cold calls to the prospects and upload those leads to the CRM.
- Building B2B leads list through zoom info and the tools like hunter.io etc.

Sr. Helpdesk Executive

i-Path Solutions

Ahmedabad, Gujarat

Back Office Support for Interserve Facilities Management UK

June 2013-September 2014

- Handle incoming calls from potential customers in out of hours form UK
- Attract potential customers by listening their issue related the AC,Referegiration, lift etc.
- Understanding customer issues and take action over the job by escalating it to the relevant engineer in UK
- Raising Jobs, Recourse allocation
- Work on Existing contract to provide In & OOH support to the UK clients
- Maintain paperwork of engineers by updating the timesheets into the system
- Data Entry and Data Transcription process of Engineers who visited the site and completed the task.

Remote Sales & Support Executive

Syntechsoft Solutions Inc.

Remote

IT Solutions Company from North America

May 2012-April 2013

- Set the targeted industry and the target contact and create a script according to the industry
- Making cold calls to the prospect and pitch them about our Website development services
- Make cold calls to the jewelers in USA and offer them about our diamond inventory solution.
- Regularly sending email campaigns to the relevant email list through send grid

Customer Support Executive

Hazel Infotech Ltd.

Ahmedabad, Gujarat

IT Solutions Company

Nov 2010- April 2012

- Online/Onsite product support to the potential customers
- Application training/Demonstration & installations over the phone and onsite.
- Generate new leads for Document Management software through cold calling and through reference.
- Appointment setting with the prospect over the phone to demonstrate the software
- Meet the existing clients in a weekly basis and maintain relationship with them.

Customer Support Executive

Simple Software Solutions (Tally)

IT Solutions Company

Ahmedabad, Gujarat

July 2008 — Oct 2010

- Online/Onsite product support to the potential customers
 - Application training/Demonstration & installations over the phone and onsite.
 - Generate new leads for Document Management software through cold calling and through reference.
 - Operation and coordination
 - Provide training to the Chartered accountants about the features of the Tally
 - Appointment setting with the prospect over the phone to demonstrate the software
 - Meet the existing clients in a weekly basis and maintain relationship with them
 - Handle incoming calls from the potential customer regarding the technical issues with the software
 - Provide telephonic and remote access support to the potential customer
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Education :-

Schooling Education:

- SSC From Bijay Singh Memorial School Jhansi Up
- HSC From DLVKIC Inter college Allahabad Up.

Professional Qualification:

- Diploma in Computer Hardware and Networking from Don Bosco Technical Institute Lucknow in year 2007.
 - Diploma in ITI (Fitter Trade) from Indian Skill Tech Institute Meerut UP
 - B.com from Bundelkhand University Jhansi in year 2019
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Strength:

- Positive attitude towards work.
 - Believe in Team work
 - Regularity and punctuality
 - Spirit of Learning
 - Self Confidence
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languages, Skills and Activities :-

Language: English, Hindi

Skills: Salesforce, Nutshell, Microsoft Office, Google Drive, LinkedIn, Web Scraping, web research, email grabbing etc) Operating System :- Window server 2003, Window XP, Window 7,8

Activities: Traveling, Listening music

Career Objective -

- To Keep up with the cutting edge of technologies.
 - To use my skills in the best possible way for achieving the company's goal regularity and punctuality
 - To enhance my professional skills in a dynamic and fast paced workplace
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Declaration :-

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Ghanshyam Sahu