**RENUKA CHILUKURI**

**Phone:** +91-7730091219, **E-Mail:** renuka.chilukuri1@gmail.com

Result-driven professional with **~7.6 years of experience**, targeting **assignments** in **bussiness development and International Trade Bussiness sales consultant, senior customer Service Operations and client technical support** with reputed organizations Versatile, high-energy professional, successful in **achieving business growth objectives** within a turnaround and rapidly changing environment

**PROFILE SUMMARY**

* Ability to identify and capitalize on business opportunities, **negotiate and close high-value deals**, and lead cross-functional teams to achieve organizational objectives.
* Adept at **market analysis and positioning**, with a focus on creating and implementing effective **business development strategies.**
* Experience in **identifying areas for improvement and developing ways to enhance customer service effectiveness and day to day sales cycles**; compiling & communicating opportunities & changes to key learning stakeholders.
* Proficient in taking stringent measures to reduce complaints and improve operations and client experience
* Resourceful in **providing high-end customer service, ensuring quality and service norms** by supporting the team in day-to-day activities.
* Proficient in **ensuring continuous interaction with the international and domestic clients and customers** to make sure that area of concern can be worked upon for improved service levels
* **Aptitude in managing multiple priorities,** with a bias for action and a genuine interest in personal and professional development
* Capabilities in organizing, interpreting, and communicating information to facilitate the decision-making process
* **Excellent communication & interpersonal skills** along with success in building relationships with decision-makers

**CORE SKILLS**

CRM Pre and Post Sales Cold Calling to International clients

Lead Generation Proposal Writing Business & Competitive Analysis

Email Marketing & Campaign Revenue Generation Client Retention & Satisfaction

Client Needs Assessment Account & Marketing management

End to End support from lead generation to payments Cross department colloboration for marketing efforts

Affiliate and bussiness Development management International Trade Bussiness Sales & Strategy

Customer Service Operations Customer Support International and Client Relationship Management

Cross-functional Coordination Query Resolution TAT/SLA Management

Reporting & Documentation Stakeholder Management Escalation Management

CSAT Management Requirement Gathering Training & Development

**EMPLOYMENT DETAILS**

**Aug’23 to March’24: Husys Consulting Pvt Ltd, as Senior Bussiness Development and International Trade Bussiness sales consultant to work with “The Mates Group Limited”**

**Role:**

* Managed call, chat and email campaign process with international clients, operators, affiliates and customers
* Daily followup with opertaors, customers, affiliates and clients as per their requirements
* Daily coordinate and followup with bussiness development, sales and marketing teams

**Nov’19-May’23: PayPal India Pvt Ltd, Bengaluru as Bussiness Development Executive.**

**Role:**

* Managed call, chat and email process in sales
* Administered social media process in Facebook and community queues and lead generation through bulk emails.
* Handled escalation concerns regarding limitations and dispute claim issues
* Resolved customers and clients concerns and answered customers’ questions to the best ability
* Maintained a positive attitude and calmly respond to customers.
* Attracted customers by promoting the product and company positively and addressed concerns as they arise
* Generated reports by gathering data collected during customer lead interactions sent to CRM tools.

**Jul’18-Oct’19: Concentrix Services India Pvt Ltd, Bengaluru as Customer Service Representative**

* Managed chat and email process with international clients and customers by maintaining quality and customer satisfaction.
* Raising tickets with backend team to resolve customer issues.

**Jun’16-Jun’18: Hinduja Global Solutions Pvt. Ltd. Bengaluru**

Growth Path

Sep’17-Jun’18 **Escalation Custodian** (Retaining the customers by providing alternate options within budget of the client)

June’16-Sep’17 **Customer Service Specialist** (Worked in email and calling process)

**ACADEMICS**

* B.Tech (IT) | Pragati Engineering College, Surampalem | Jawaharlal Nehru Technology University | 2016
* 12th | Sri Chaitanya Jr. College, Kakinada | 2012
* 10th | Nalanda Vidya Nikethan, Kakinada | 2010

**ACADEMIC PROJECT**

Title: A Mobile Application to Control the Desktop Remotely

Description: The main objective of the application was that PC can be controlled from a remote place with smart phone device with help of any means of connectivity between 2 devices.

**EXTRACURRICULAR ACTIVITIES**

* Received best performer awards in my previous organisation (istar and i camp).
* Partook in sports meet conducted by college and in school
* Volunteered in Eprozyne 2K15, A National Level Technical Symposium organized by the Department of IT AND CSE, in Pragati Engineering College, Surampalem
* Participated in –
* NCC in school and got ‘A’ certificate
* District Level Science Exhibition conducted by Nalanda Vidya Niketan, Kakinada
* Secured 2nd position in drawing competition conducted in the school.
* Attained 1st position in inter-house dance competition conducted in the school.