

TARUN PONGALLU

Contact

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Date of Birth

29th May, 1988

Skills

Upselling and consultative
selling

Closure of deal

Business relationships

Negotiation and retention

Determined Senior Relationship Manager with demonstrated skills in sales and Upselling. Highly effective at networking and building great rapport with others. Dedicated to effective leadership and detail-oriented work.

Work History

2020-10 -
Current

Sr. Relationship Manager

Whitehatjr, PUNE, Maharashtra

- Managed training of franchise partners, sales reps on Salesforce, product knowledge, sales pitch, objection handling, prospecting and qualifying leads
- Designing and implementing a strategic sales plan that expands the company's customer base and ensure its strong presence
- Researched current trends to identify prospective customers and determine specific needs.
- Resolved escalated customer issues and boosted retention rates by 100%.
- Planned and attended meetings with clients to cultivate and grow partnerships and opportunities.
- Gave exciting presentations to prospects and leads in effort to build business opportunities.
- Worked with clients to address and respond to client and partnership management issues.

2020-01 -
2020-03

Sales Associate

Fareportal, Pune

- Prepared merchandise for sales floor by pricing or tagging.
- Answered customer questions regarding sizing, accessories and proper care for merchandise.
- Helped customers locate products and checked store system for merchandise at other sites.
- Engaged with customers to effectively build rapport and lasting relationships.
- Maintained customer satisfaction with quick and professional handling of product returns.

2018-04 -
2018-11

Analyst

Deutsche Bank, Pune

- Managed Company's confidential database & communications
- Consolidated an existing customer base while building new a client base for the company
- Achieved high-quality customer experiences and also met set targets
- Represented the company at trade fairs, trade shows & other trader elated events

2016-09 -
2018-02

Lead Associate

WNS Global Services Pvt. Ltd, Pune

- Executed administrative duties such as handling communication, liaising with big accounts, sending invites & setting reminders for timely payments
- Ensured proactive communication with existing clients resulting in upselling and renewal of insurance contracts
- Sending proof of insurance
- Consolidated an existing customer base while building new a client base for the company
- Achieving and over achieving the target
- Contacting banks regarding any financial queries
- Corresponding with vendors and respond to customer inquiries
- Work cross functionally with business partners and other operations team to ensure completeness and accuracy of Transactional Entries for each Month-end Period.

2015-06 -
2016-08

Senior Analyst

State Street HCL Services Pvt Ltd, Coimbatore

- A joint venture between State Street Bank and Trust & HCL to provide BPO services in support of a variety of State Street's investment service businesses
- Initiated the migration process from Pune to Coimbatore, performed project due diligence, completed the project scope, made SOP's, operational viability & risk perspectives
- Structured and monitored the pre-process training for the entire LOB; executed a knowledge transfer readiness program for the team

- Processed daily outgoing wires via various bank systems
- Performing daily cash as well position reconciliation
- Attending Client Calls
- Processing invoices from various locations for payment
- Providing Accountants with assistance when required
- Contacting banks regarding any financial queries
- Processing a high volume invoices
- Review and Post Journal Entries & handle other Adcock request from Client
- Prepare Balance Sheet reconciliation
- Hand on experience in Backline tool for Bank & Balance Sheet reconciliations
- Working on an Open Item tracker and resolving it within deadlines

Education

2009-01	Bachelor of Commerce <i>University of Pune</i> GPA: 60
2006-01	Higher Secondary: Commerce and Science <i>Balaji College of Arts</i> GPA: 68
2004-01	<i>Christ Church Boys Senior Secondary School</i> GPA: 48

Accomplishments

- Got promoted within 5 months as Sr. Relationship Manager
- Collaborated with different teams of in the development of Offline whitehatjr Model