

AAYUSH SWAIN



CONTACT

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DUBAI MARINA

SKILLS

- Effective communication
- Team collaboration
- Conflict resolution
- Problem solving
- Strategic thinking
- Customer relationship management
- Client Retention Strategies
- Lead Generation Techniques
- Market Research Techniques

LANGUAGES

- English (Fluent)
- FHindi (Native)

SOFTWARE

- MS OFFICE
- CRM SOFTWARE
- SALESFORCE
- CUSTOMER ASSIST

Phone: + 91 70450 51478

PROFILE



Dynamic professional with a strong foundation in effective communication, presentation skills, and active listening. Demonstrates exceptional team collaboration and conflict resolution abilities, underpinned by empathy and strategic thinking proven expertise in sales strategy development, trend identification, and customer relationship management. I am currently pursuing my master's at MDX.



WORK EXPERIENCE

SUTHERLAND

(APRIL 2023 - OCTOBER 2023)

Associate Account Management (Customer Service)

- Managed appointment scheduling and troubleshooting for clients
- Increased client satisfaction by 20% through improved appointment scheduling and troubleshooting for 100 clients.
- Handled 150-190 calls daily, ensuring high-quality service and customer satisfaction

INDIABULLS HOUSING FIN LTD

(June 2022 - March 2023)

Sales Officer

- Achieved financial targets by 25% through proactive lead generation and generating new leads.
- Generated (350k S) in residential and mortgage sales through consistent engagement with potential clients.
- Successfully sold and originated residential mortgages through consistent engagement in sales activities
- Developed and maintained relationships with 50+ real estate agents and financial partners

NEXA AUTOMOTIVE

(November 2021 - June 2022)

Relationship Manager

- Built customer confidence by 30% through active listening and tailoring solutions to each.
- Expanded the sales pipeline by identifying 40 prospective clients through market research efforts.
- Maintained comprehensive knowledge of market trends, and effectively predicted future market patterns.
- Established and nurtured client relationships through high-quality service and effective follow-ups



EDUCATION

Master of International Business Management

2024 - Present

School of business | Middlesex University, Dubai

Bachelor in Business Administration

2018 - 2021

School of business | DY PATIL University

GPA: 8.8 / 10