

# Deepansh Bisaria

deepanshbisaria13@gmail.com

IT inside sales /business development  
-Lead generation

8410075214

Dynamic professional in customer service and inside sales, specialising in high-volume client interactions and lead generation for technology solutions. Proven ability to resolve complex issues efficiently while maintaining a strong focus on customer satisfaction and performance metrics. Highly skilled in analytical thinking and problem-solving, with a track record of collaborating effectively within teams to drive results. Equipped with a solid foundation in organisational skills, adept at managing multiple tasks and ensuring smooth project operations. Committed to leveraging expertise in a Project Assistant role to enhance team productivity and project success. Exposure on linkedin sales navigator for client engagement and lead generation.

## Professional Experience

Teleperformance, Jaipur CCE-  
Flipkart Process

November 2017 — January  
2020

### Key Responsibilities:

- Handled high-volume inbound customer calls related to orders, deliveries, payments, returns, and product information.
- Resolved customer complaints efficiently while adhering to Flipkart's quality and TAT (Turnaround Time) standards.
- Provided accurate information on order status, refund timelines, and return policies.
- Escalated complex or unresolved issues to the appropriate department or supervisor.
- Maintained daily logs of customer interactions using CRM tools and ensured all call details were properly documented.
- Achieved daily and monthly performance targets related to AHT (Average Handling Time), CSAT (Customer Satisfaction Score), and FCR (First Call Resolution).
- Assisted customers with app navigation and basic troubleshooting related to Flipkart's website and mobile application.

SoftNice India Pvt. Ltd., Aligarh  
Inside Sales Associate

November 2022  
— August 2023

### Key Responsibilities:

- Conducted outbound email campaigns and cold calls to generate leads across the UK and US markets for Microsoft Cloud solutions (Microsoft 365, Azure, Dynamics 365).
- Engaged with IT managers, CTOs, and procurement heads to understand infrastructure needs and position relevant Microsoft offerings.
- Qualified leads based on BANT (Budget, Authority, Need, Timeline) methodology and scheduled virtual meetings for the solutions team.
- Educated prospects on cloud migration benefits, security features, and cost-saving opportunities of Microsoft Cloud products.
- Using various CRM tools such as linkedin sales navigator , Zoom info , Apollo for the lead generation.
- Collaborated with Microsoft partners and internal pre-sales teams to deliver customized solution pitches.



# Education

10th

St. Fidelis Senior Sec. School, Aligarh.

12th

St. Fidelis Senior Sec. School, Aligarh.

B.Tech

Aligarh College of Engineering & Technology, Aligarh.

## Areas of Expertise

- Analytical Thinking
- Team Player
- Organizational Skills
- Critical Thinking & Problem Solving
- Knowledge of HTML and CSS