

CONTACT DETAILS

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in [Vijay Arora](#)

EDUCATION

- **2021:** MBA from Invertis Institute of Management Sciences
- **2017:** B.Com. from MJP Rohilkhand University, Bareilly
- **2017:** Class 12th from Bishop Conrad School, Bareilly
- **2015:** Class 10th from Bishop Conrad School, Bareilly

CORE COMPETENCIES

- Sales and Distribution Network
- Business Development
- Customer Relationship Management
- Inventory Control
- Multi-Platform E-commerce Management
- Customer Service Management
- Market Penetrations
- Go-to-Sales Strategy

TECHNICAL SKILLS

- MS Office Suite

SOFT SKILLS

- Collaboration
- Problem – solving
- Cross-Functional Coordination
- Communication
- Time Management

VIJAY ARORA

Targeting challenging role to leverage skills in **Sales and Business Development Roles**, driving growth and profitability for the organization.

PROFILE SUMMARY

- Result-driven professional with nearly 2 years of experience in online sales, customer service, and telemarketing having a proven track record of **boosting sales and achieving targets** through effective communication.
- Proficient in **CRM software, relationship building, and problem-solving**, consistently delivering exceptional customer service and support
- Experienced in at **managing e-commerce platforms**, ensuring seamless order processing and inventory control.
- Capable of contributing to **go-to-market strategies and market penetration initiatives**, enhancing market share and brand presence.
- Awarded for **top sales performance** at Enser Communications, underscoring a commitment to excellence and results.
- Gained exposure in **new car insurance sales**, providing personalized advice and achieving high conversion rates through strategic client engagement.

WORK EXPERIENCE

Jan'22 – Jun'23 | Enser Communications Pvt. Ltd., Gurugram | Customer Sales Associate

- Led Acko General Insurance's new car insurance sales initiative, achieving high conversion rates through effective client engagement and strategic calling.
- Provided personalized insurance solutions, expertly advising customers on product features and enhancements to meet their unique needs.
- Consistently exceeded sales objectives, achieving a minimum of two policy conversions per day.
- Sustained sales performance, regularly surpassing targets and contributing to overall company success.

Mar'21 – Jun'21 | Glen Appliances Pvt. Ltd., Faridabad | Online Sales Executive

- Managed multi-platform e-commerce order processing, including **Flipkart, Amazon, Tata Cliq, and Paytm Mall**, ensuring seamless operations.
- Achieved accurate inventory control with daily stock updates across all online portals, minimizing discrepancies.
- Delivered exceptional customer service, resolving inquiries and issues promptly through phone and email, enhancing customer satisfaction.
- Boosted in-store customer engagement by expertly showcasing product features and addressing concerns, leading to increased sales.

CERTIFICATIONS

Pursuing: Advanced Digital Marketing from Google Garage

Pursuing: Advanced Excel from Class Central

2017: Digital Marketing from Digital Bee

PERSONAL DETAILS

- **Date of Birth:** 21st February 1996
- **Languages Known:** English and Hindi
- **Address:** 85 A/1, Model Town, Bareilly, 243001