

DALIA PANDEY

Chennai, Tamil Nadu - 600073 | 9840980386 | Dalia947@gmail.com



PROFESSIONAL SUMMARY

Result-oriented Sales and Customer Relationship Professional with over 8+ years of experience in customer service, relationship management, and sales operations. Proven ability to build strong client relationships, drive revenue growth, and achieve targets in competitive environments. Skilled in communication, negotiation, and customer retention strategies.

CORE SKILLS

- Sales & Strategy: B2B Sales, Business Development, Market Research, Competitor Analysis.
- Relationship Management: CRM Operations, Client Acquisition, Conflict Resolution.
- Operations: Target Achievement, Pipeline Management, Pricing & Negotiations.
- Technical: MS Office (Excel/Word), CRM Software.

WORK EXPERIENCE

Senior Sales Executive | Shri Plasto Packers Pvt Ltd

Nov 2021 - June 2025 | Chennai

- Directed B2B sales operations and focused on strategic client acquisition.
- Managed and nurtured relationships with distributors and key stakeholders.
- Consistently achieved monthly and quarterly sales targets through disciplined planning.
- Conducted market analysis to identify and capture new business opportunities.
- Led pricing negotiations and contract closures.

Customer Relationship Executive | Preethi Kitchen Appliances

Sep 2019 - Oct 2021

- Resolved customer queries and coordinated service-related solutions.
- Enhanced customer retention through proactive engagement and follow-ups.
- Managed CRM databases to ensure accurate records and efficient service delivery.

Customer Support Executive | Bangalore International Airport Limited

Jul 2008 - Dec 2011

- Facilitated passenger inquiries and managed high-volume ticketing counters.
- Maintained service quality standards under fast-paced operational pressure.

EDUCATION

Bachelor of Commerce (B.Com) - Mangalore University

Pre-University Course (PUC) - Karnataka University

PERSONAL DETAILS

Date of Birth: 6 August 1986

Languages: English, Hindi, Tamil, Kannada (Read & Write)