

Kuldeep Shukla

Resume

PERSONAL PROFILE

I am an experienced Team Leader who is looking for a full-time job in order to enhance my skills and gain more experience and knowledge.

CONTACT DETAILS

Home: Gardenia Square
Crossing Republic

Mobile: 7223828628
indianairforceo85@gmail.com

SKILLS AND ABILITIES

- Catalogue management
- Strong leadership and team management abilities.
- Fast learner
- Excellent communication and interpersonal skills.
- Hard And Smart working
- Motivated and dedicated

In-depth knowledge of production processes and quality control.

Sales Strategy Development

Client Relationship Management

Data & CRM Management

Motivation & Incentive Planning

Objection Handling & Negotiation

OTHER SKILLS

Catalogue Management

Proficient in planning, scheduling, resource allocation, and risk management using tools such as IndiaMART Project

Leadership and Team Management

Experienced in leading cross-functional teams, resolving conflicts, and delegating tasks effectively.

Communication

Excellent verbal and written communication skills,

Customer Focus

Adept at managing client relationships, ensuring customer satisfaction, and accurately gathering requirements.

Continuous Improvement

Committed to process improvement and continuous learning, staying updated with the latest methodologies and trends in project management.

Communication

Excellent verbal and written communication skills, with the ability to present updates and reports clearly and concisely

with the ability to present updates and reports clearly and concisely

- ◆ Client Engagement and Relationship Building Problem Solving and Escalation ◆
- ◆ Customer Service Orientation ◆
- ◆ Having knowledge of basic day to day office work arrangement. ◆
- ◆ Having good managerial skills
- ◆ Worked with cross functional team
- ◆ Working as Acting Assistant Manager.

LANGUAGE

- Hindi And English

EMPLOYMENT HISTORY

Project Delivery Executives (IndiaMART Sales)

GI Group Noida | 2022 - 2024

Project Delivery Executives have an important role in various industries, responsible for ensuring that Catalogue are delivered on time, within quality, and to the satisfaction of all stakeholders. This role involves a mix of project management, team coordination, client liaison and strategic planning, and develop or maintain strong relationships with existing clients, ensuring their needs are met and identify opportunities,

Handling customer calls, emails, chat or other communication channels, addressing customer inquiries and providing accurate information.

IndiaMART Sales Team Leader

Creative Lipi Webtech Pvt LTD | 03/24 – 09/05/2025

As a Sales Team Leader at IndiaMART, my primary responsibility is to oversee and guide a team and clients calls followups or focused on delivering high-quality Catalogue outcomes. This role involves managing the day-to-day operations of the production team, ensuring that targets are met, and maintaining the quality and efficiency of the production process, Follow up on customer interactions to ensure that all issues are resolved and that customers are satisfied with the service provided.

Telesales Team Leader

Mashhooriwala Pvt. Ltd. | 16/05/2025 – Present | NX One]

Led a telesales team focused on selling digital marketing services (Facebook, Instagram, and Google advertising) to SMEs and startups.

Monitored daily/weekly KPIs, provided feedback, and coached executives to achieve and exceed sales targets.

Tracked and analyzed sales performance using CRM tools, ensuring accurate reporting and pipeline management.

Conducted regular training sessions on social media advertising, digital marketing benefits, and ROI-based selling.

Improved customer retention by ensuring transparent communication and providing tailored digital marketing solutions.

Designed and executed incentive plans to boost team motivation and performance.

EDUCATION

JIWAJI UNIVERCITY
BACHELOR OF SCIENCE
FROM 2020 TO 2023