

Inside Sales Representative

Location: Bengaluru

Job Type: Full Time

Department: Sales & Marketing

Experience:

- Previous experience of 4-7 years in outbound call center, inside sales experience, or related sales experience preferred in the same industry
- Comfortable making cold calls and talking to new people all day
- Excellent verbal and written communication skills; the ability to call, connect and interact with potential customers and also have exceptional customer service skills and speak local language
- Strong computer skills, including Microsoft Office Suite (Word, PowerPoint, Outlook, and Excel) and CRM/Salesforce experience preferred
- Proficient with corporate productivity and web presentation tools
- Strong listening and presentation skills
- Persuasive and goal-oriented
- Self-motivated and self-directed
- Able to multitask, prioritize, and manage time efficiently
- Eager to expand company with new sales, clients, and territories
- Ability to work independently or as an active member of a team

Qualification:

- University or college degree in Engineering, Computer Science, Marketing, or an acceptable combination of education and experience

Responsibilities:

- In-depth understanding of company services and its position in the industry
- Knowledge of sales process from initiation to close
- Understanding customers' needs and identifying sales opportunities
- Answering potential customers questions and sending additional information per email
- Creating and maintaining a database of current and potential customers
- Keeping up with product and service information and updates
- Explaining and demonstrating features of products and services, Set up and deliver sales presentations, product/service demonstrations, and other sales actions
- Team with channel partners to build pipeline and close deals
- Staying informed about competing products and services
- Upselling products and services
- Researching and qualifying new leads
- Tenacity to handle rejection and continue on with a positive attitude when reaching next potential client
- Collaborate with Sales Supervisor and Account Managers to determine necessary strategic sales approaches
- Ensure follow-up by passing leads to Account Managers with calls-to-action, dates, complete profile information, sources, and so on.
- Assist in creating RFP responses to potential clients
- Where necessary, support marketing efforts such as trade shows, exhibits, and other events
- Make outbound follow-up calls to existing customers via telephone and e-mail cross-sell and up-sell
- Handle inbound, unsolicited prospect calls and convert them into sales

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- Overcome objections of prospective customers and Investigate and troubleshoot customer service issues
 - Emphasize product/service features and benefits, quote prices, discuss credit terms, and prepare sales order forms and/or reports
 - Attend periodic sales training where applicable
 - Demonstrate ability to convert prospects and close deals while maintaining established sales quotas
 - Success in qualifying opportunities involving multiple key decision makers
 - Able to perform basic calculations and mathematical figures
 - Ability to occasionally travel for work and attend customer site, sales events or exhibits
 - Tenacity to handle rejection and continue on with a positive attitude when reaching next potential client
 - Closing sales and achieving sales target