

# Sana Shaik Mehajabeen

Manager, CRM

Bangalore | Remote  
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Self-motivated enthusiastic Manager proven to consistently meet productivity goals, business and customer service objectives. Skilfully works with all employees to enhance performance and improve day-to-day processes. Diplomatic in resolving customer issues to maximize satisfaction and meet targeted service level.

## Work History:

Manager | BYJUS - The learning App  
Bangalore - January 2022 – Current

- Handling South regions product specialists in a team size of 46
- Trained Assistant Managers and helped them streamline their day to day process flow.
- Expanded cross-functional organizational capacity by collaborating across departments on priorities, functions and common goals.
- Handled pilot projects as a single representative which included multiple Byju's flagship products such as Neo Classes, White hat JR and Byju's Training centres which are currently successful models run by all Managers across the floor.
- Kept detailed records of daily progress to identify and correct areas needing improvement.

Asst.Manager | BYJUS - The learning App  
Jun 2020 -Dec 2021

- Handled One part of south regions product Specialists in a team size of 25
- Recognized as the most approachable manager on the floor and handled pilot projects across various regions.
- Conducted One on One reviews every once in two weeks, documented and followed up with the team mates to drive the performance
- Developed loyal and highly satisfied customer base through proactive management of team customer service strategies.
- Handled social media escalations and made appropriate RCA to avoid such escalations in future
- Established objectives to offer team members clear roadmap to help company achieve overall goals.

Product Specialist | BYJUS - The learning App  
Jan 2019 –May 2020

- The profile included handling all the post sales activities for a customer set of 2000. Offering assistance to customers, assessing needs and maintaining current knowledge of consumer preferences.
- The post sales activities included Mentoring, Technical support, Financial support, Logistic Support, Retention, Renewal and Upselling
- Worked in a daily target environment and bagged incentives.
- Trained the new joiners in batches.

Business Development Associate | BYJUS - The learning App  
May 2018 –Dec 2018

- The profile included off field and on field sales by bringing in and cementing relationships with new clients and optimizing servicing of existing customer accounts.
- Connected to a data set of about 1000-1200 customers. Worked in a weekly target environment and generated revenue worth 40 Lakh rupees in the mentioned tenure

## Tools:

Sales Force | Lead squared | Zen desk | MS Excel | Tableau | Fresh desk | JIRA | Ameyo | Slack | Order hive | G Suite

## Achievements:

- Member of board of studies - Narayana Engg Collage - 2021
- National Women's Parliament - Student Speaker - 2017-2018
- Best performer of the first quarter of 2020, Byju's - The learning app

## Education:

NARAYANA ENGG COLLEGE, JNTUA - B.Tech - Dept. of CSE– 76%  
2014-2018 – Nellore, AP

## Skills:

- Team Management
- Strategic thinking
- Constructive feedback
- Interpersonal Skills

## Languages known:

English | Hindi | Telugu | Urdu