

Chethana Uchil

Inside Sales Specialist/Support and Operations Executive

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🌐 <https://www.linkedin.com/in/chethana-uchil/>

Dedicated and results-oriented Support and Operations Executive with experience in delivering exceptional customer service and resolving complex issues. Adept at managing support and operation teams, optimizing processes, and ensuring customer satisfaction. Seeking to contribute my skills and expertise to a dynamic organisation

PROFESSIONAL EXPERIENCE

Imperium Software Technologies

Aug 2025- Oct 2025

Sales Coordinator

Bengaluru, Karnataka, India

- Coordinated daily sales operations and provided comprehensive administrative and logistical support to the sales team.
- Prepared and processed accurate sales quotations, proposals, and client documentation, ensuring timely follow-ups and customer satisfaction.
- Managed and updated customer information in CRM systems, monitored sales performance, and generated analytical reports for management review.
- marketing campaigns, promotional events, and customer engagement initiatives to enhance brand visibility and sales growth.
- Handled client communication through calls, emails, and meetings, assisting in presentations and follow-ups. Supported in strengthening relationships and closing deals.

Oneasure

Jul 2022 - Sep 2023

Inside Sales Specialist/Support and Operations Executive

Bengaluru, Karnataka, India

- Built and maintained a database of current and potential customers by researching, qualifying leads, and providing timely support through phone, email, and chat to ensure high customer satisfaction.
- Addressed customer enquiries, resolved complaints related to insurance products and services, and gathered feedback to enhance customer experience.
- Managed document lifecycle from creation to archiving, ensuring proper labelling, accessibility, and compliance; coordinated cross-functional collaboration for effective document control.
- Oversaw insurance policy and claims processing, ensuring accuracy, proper documentation, regulatory compliance, and timely settlements in line with company procedures.

KGT group

Nov 2019 - Nov 2020

Telesales Executive

Dubai, United Arab Emirates

- Contacting potential or existing customers to inform them about a DU telecommunication product or service using scripts.
- Answering questions about products or the company.
- Asking questions to understand customer requirements and closing the sale.

Advait Hyundai Motors Private Limited

Apr 2018 - Apr 2019

Sales Consultant

Mangaluru, Karnataka, India

- Cultivated relationships with new customers to achieve sales objectives and provide insight into new products and features.
- Qualified and followed up on warm Internet leads regarding new and pre-owned vehicle availability, price and options.
- Maintained contact with customers via email, phone calls, and regular updates on promotional offers.

EDUCATION

ST. Aloysius College (deemed to be university)

2014 - 2017

Bachelor of Business Management-BBM

SKILLS

- Team Leading
- Communication Skills
- Problem-Solving Skills
- Customer Feedback Management
- Attention to Details

LANGUAGES

- English
- Hindi
- Kannada
- Malayalam

DECLARATION

I hereby declare that all the above information provided is true and correct to the best of my knowledge.

CHETHANA UCHIL