Ashwini Sable
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CAREER OBJECTIVE

Dynamic sales and quality analyst professional with expertise in training, team leadership, and process optimization, seeking to leverage my experience in designing and implementing programs that elevate sales performance and achieve organizational goals.

EDUCATION

Diploma in Engineering (Computer)
Swami Vivekananda Polytechnic, Mumbai | 2011–2015

Secondary School Certificate (SSC)
New Bombay High School | 2010–2011

PROFESSIONAL EXPERIENCE

Digital Regenesys Business School
Senior Quality Analyst (Sales)
Dec 2021 – Present

- Lead training and quality analysis for new hired trainees (NHT) sales team in the EdTech sector.
- Monitored and evaluated sales calls to ensure quality and compliance standards.
- Assessed sales pitch, objection handling, and closing techniques.
- Provided feedback and coaching to improve agent performance and conversion rates.
- Maintained QA scorecards and prepared performance reports.
- Identified process gaps and ensured adherence to company guidelines.
- Conducted call audits and calibration sessions with team leaders
- Supervise 4 trainers and oversee achievement of weekly/monthly sales targets.
- Utilize CRM platforms such as Salesforce, Lead Square, and VineCRM.

GN Resound
Sales Executive – Lead Generation
Feb 2021 – Aug 2021

- Generated sales leads for hearing aid products in collaboration with ENT specialists and clinics.
- Booked appointments, negotiated pricing, and promoted premium products to maximize conversions.

Sandarata Pvt. Ltd.
Sales Executive (E-commerce)
Apr 2020 – Feb 2021

- Managed B2B and B2C sales of health products, liaising with dealers, the logistics team, and customers.

Ican BPO
Sales Executive (International Process)
Feb 2019 – Mar 2020

- Conducted cold calling and lead generation for US-based insurance products.
- Managed customer follow-ups, online payment processing, and final sales closures.

Teleperformance
Sales Executive (Retention Specialist)
Feb 2017 – Jan 2019

- Retained customers seeking cancellation by emphasizing product USPs and offering customized discounts.

LANGUAGES

- English, Hindi, Marathi

Sales Quality Analyst & Trainer — Resume Summary

Key Skills

- Monitored and analyzed sales calls to ensure quality standards and compliance.
- Provided actionable feedback, coached representatives, and identified training needs.
- Delivered engaging sales training sessions to improve team performance and product knowledge.
- Developed training materials and tracked the effectiveness of learning programs.
- Utilized CRM, quality monitoring, and LMS tools to measure and report on results.
- Led process improvement initiatives based on data analysis and industry best practices.

Technical Expertise

Area	Examples
QA & Data Analysis	Call audits, performance KPIs, reporting
Training & Coaching	Group workshops, on-the-job coaching
Technical Tools	CRM, Data management
Communication	Feedback delivery, training presentations
Sales Process	Sales audits, curriculum development