

Shubham Sharma

Sales Development Representative

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PROFESSIONAL SUMMARY

Sales Development Representative with a blend of IT operations, customer engagement, and outbound sales experience. Drives cold calling, email outreach, and lead qualification to book 9–15 discovery meetings per month with senior IT decision-makers and influence INR 16–35 lakh in pipeline value per month, moving prospects through the top of the funnel.

SKILLS

Revenue Development: Lead Generation, Outbound prospecting & cold calling, Lead qualification & pipeline building, Discovery calls & needs assessment, CRM & sales activity tracking, Objection handling & negotiation

Client Relationship Management: Stakeholder communication, Cross-functional collaboration, Account research, Sales forecasting, Customer onboarding

SOFTWARE

LinkedIn Sales Navigator

Lusha

Apollo.io

Salesforce CRM

WORK EXPERIENCE

SALES DEVELOPMENT REPRESENTATIVE | 05/2026 to Current

ScaleX

- Consistently book 10+ qualified meetings per month by prospecting senior IT professionals through cold calls, emails, and LinkedIn outreach.
- Own the full top-of-funnel cycle for a product valued at INR 2 Lakh — researching individuals, understanding their priorities, and tailoring each pitch to their specific needs.
- Build rapport quickly with senior IT professionals, communicating product value clearly and moving conversations from initial interest to booked discovery meetings.

ASSISTANT SALES MANAGER | 01/2026 to 04/2026

Atulyam Infratech Pvt Ltd

- Closed 2 deals totalling INR 1.5 Crore within the first quarter, driven entirely through cold calling and outbound prospecting.
- Built a personal lead pipeline by researching prospects, qualifying decision-makers, and scheduling discovery meetings to understand buyer needs.
- Tracked outreach activity and conversion metrics weekly, adjusting approach based on what resonated with different buyer segments.

COMMAND CENTER ANALYST | 05/2022 to 12/2025

Bureau Veritas

- Monitored real-time IT infrastructure dashboards and responded to alerts, building a hands-on understanding of cloud operations, system health, and incident management workflows.
- Worked closely with engineering, service delivery, and client teams to resolve incidents quickly, sharpening cross-functional communication and stakeholder management skills.
- Trained 6 new analysts on tools, processes, and escalation paths, improving team ramp-up speed and boosting overall productivity.

CUSTOMER SERVICE EXECUTIVE | 02/2022 to 04/2022

Startek

- Handled 50+ customer calls daily, resolving inquiries on the spot and consistently hitting an 80% satisfaction rating over three consecutive weeks.
- Turned customer complaints into retention opportunities by listening actively, empathising with concerns, and offering practical solutions.
- Documented common issues and shared insights with the team, contributing to a knowledge base that improved first-call resolution rates.

EDUCATION

Mahakal Institute of Technology - Ujjain | Bachelor of Engineering

ECE, 05/2022