



Heena S

Senior Sales Executive

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Summary

Versatile personality with a proven track record of delivering exceptional customer experiences and driving brand loyalty. Experienced in engaging with clients, presenting value propositions and predominant sales closures. Skilled relationship building, communication and customer satisfaction. Eager to leverage expertise to contribute to a dynamic and customer centric organization.

Skills

High-Value Sales and Client Engagement

Strong Negotiation and Closing Skills

Client Retention and Referral Generation

Problem Solving

Interpersonal and Relationship Building

Client Satisfaction Management

Sales Target Achievement

Lead Conversion and Follow-ups

Experience

Traviday Leisure Services Pvt Ltd

Senior Sales Executive

Jan 2022 - Present

Chennai, Tamil Nadu

Delivered high-value sales to corporate and premium clients, managing the complete sales cycle from lead generation and client qualification to negotiation and deal closure.

- Drove end-to-end sales for domestic and international luxury travel solutions, consistently exceeding monthly and quarterly revenue targets through strategic client engagement and consultative selling.
- Managed relationships with high-net-worth- individuals, corporate decision-makers and institutional clients.
- Conducted detailed client requirement analysis, presenting tailored solutions aligned with budget, timeline and long-term value.
- Negotiated pricing, payment terms and contracts while ensuring profitability and compliance with company policies.
- Utilized CRM systems to manage leads, schedule follow-ups, track deal stages and maintain accurate client records.
- Increased repeat and referral-based business through trust building and professional after sales support.
- Converted inbound, walk-in and assigned leads into confirmed sales through structured follow ups and persuasive presentations.
- Collaborated with internal team and external partners to ensure seamless transaction execution and customer satisfaction.
- Trained and mentored junior sales staff lead handling, client engagement and closing techniques.
- Maintained detailed sales reports, forecasts and pipeline updates for management review.

Education

Ethiraj College For Women, University Of Madras

Bachelor of Arts - Business Economics

Jul 2021

London School Of Trends, The British Accreditation Council

Fashion & Style Management

Language

English, Hindi, Tamil and Telugu