

Collabera®

# CLASSIC

TAKAWAY

EDITION 4

WOMEN  
THE  
BREAKING



## RUPALI

### BHATTACHARYA

Associate Manager – Sales

Empathetic

Bold Leader

Changemaker

Risk-Result Enthusiast!

Up  
**Close**  
& PERSONAL



*“Good communication can erase the distance effect!”*



## *At Desk*

Handling Emerging Accounts.

Breaking the myth that Sales is possible and most efficient only from on-site.

Taking care of the 'people side' of the team. Being in the system for more than a decade helps one understand who is best suited for which team.



## *Early Days*

Started with the Employee Relations team as a fresher.

Been an ER for close to 3 years before getting offered a position in the Sales Team with a new hotshot client.

Developed all the processes of this new client account, and gradually, this account became a star performer.



## *Journey to becoming a Leader*

Took a step back in terms of a lead position when switched from ER to Sales, but the opportunity was up to the taste.

Took a chance on skills, poured heart and soul into the new position as per the demands.

Learned several new skills on the way, account turned out to be really well. 'Sales' was the calling!

## *Challenges*

Being thousands of miles away was a challenge but not a hurdle. Occasional on-site visits definitely work like a charm if the regular communication is at par!

Words and style of communication with clients speak volume and helps tremendously, doesn't matter whether you are on-site or not!

## *Advancements & Opportunities*

With advanced tech, communication channels are swifter and faster than before. Accessibility has increased.

With Collabera onboarding more and more clients, there's a plethora of opportunities. Just pick a target and shoot your best shot, regularly.

New Technical training and in-house certificate programs have equipped the Sales Team with next-gen skills, and technical communication with clients has improved, significantly impacting our business!





## *Sync between Delivery & Sales*

Delivery knows their coins from the head and flip.

Ask the right questions when in doubt, and give competent and timely answers when asked.

Be open to suggestions and feedback. Be constructive while giving feedback.

Work like one team, Delivery & Sales are two wheels of a vehicle.

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## *Leadership essence*

One who needs to say "I am the manager", is no manager.

Make your people FEEL that you are someone they can come to in need. Have your people's back; Leadership does not come with a title; it comes from actions.

Be someone who is a problem solver and a guide, not a scolder or dictator.



## *Work-Life Harmony*

Swift communication and understanding with partner.

Have health in check – take care of your health, give time to your mental and physical health and relationships!

Support from parents is a blessing and tremendous help!

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## *3 Must-haves for sales!*

Respect others' time – respond quickly, and make things quick and handy for your prospects.

Don't fake a mood – be genuine, be empathetic to the prospect. A smile is seen on the face but also heard in the voice!

Believe in the product/service you are selling. You can't sell something you don't believe in.



## *Message to New Stars*

Don't wait for opportunities or recognition; make it happen! But don't always chase glory. Instead, find a midway, do meaningful work, and put yourself in the light when necessary.



Be vocal to the right people and at the right time!

Know what you want, then work for it. Set personal goals. Having an aim help to be focused.

Grass is always greener on the other side; water your side and cherish your growth!

## *What Next?*

Grow the team to 10X and beyond!

New opportunities are in line, ready to be churned!



## *Special Notes*

In the long run, it matters a lot what kind of people you work with and what environment and values you are surrounded with.

Analyze and see the hidden pros and cons of every opportunity.

Never be afraid of giving things and yourself a chance; it can unfold wonders!

A great piece of advice received from a leader, a quote to live by, "If you're right, don't be scared to speak up."