



# CSA ' SALES JOB TRAINING PROGRAM

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# ABOUT

## NAUKRI KI DUNIYA

**Welcome to Naukri ki Duniya!**

We provide personalized guidance to help students master best practices in their fields. Our mission is to make higher education accessible and affordable with a wide range of competitively priced certification courses.

Committed to advancing your career, our certified online courses are taught by passionate experts. Join us to explore meticulously designed courses across in-demand domains. With Naukri ki Duniya, you receive high-quality education at an affordable price, tailored for professional success.

### **Our Mission**

Our mission is to spread awareness about diverse job opportunities, especially in under-informed regions. We enlighten students about various career paths, providing the knowledge and guidance needed for informed decisions. Through quality education and certification courses, we empower individuals to achieve their career goals and enhance their lives.



# WHY

## SALES & CSA

**Sales:** Sales professionals focus on selling products or services to potential customers. They identify leads, understand customer needs, present solutions, negotiate terms, and close deals to generate revenue for the company.

**CSA (Customer Service Associate):** CSAs provide support and assistance to existing customers. They address inquiries, resolve issues, and handle complaints through various channels such as phone, email, or chat to ensure customer satisfaction and retention.

Here's why it's considered a good career option:



# PROGRAM

## DETAIL & FEATURES

We offer the Best variety of Courses for you. Our teaching skills and expertise is the Best and our Customer Care course offers you to learn the Top most approach required to be one of the best Customer Care Executives in Town.

Enhancing your skill set is our Main focus and we always achieve that by sharing the best possible knowledge.



**HANDS-ON  
ASSIGNMENTS  
AND PROJECTS**



**CONCEPTUAL  
LEARNING**



**100% JOB  
GUARANTEED  
PROGRAM.**



**DURATION:-  
3-6 MONTHS**



**PLACEMENT  
SUPPORT**



**WORK ON  
REAL TIME PROJECT**

# WHO SHOULD JOIN THE PROGRAM

- ✓ Individuals interested in pursuing careers in sales or customer service.
- ✓ Recent graduates seeking entry-level positions in these fields.
- ✓ Those looking for a career change into sales or customer service.
- ✓ Job seekers wanting guaranteed placement in reputable companies.
- ✓ People who thrive in dynamic, people-oriented environments.
- ✓ Individuals with strong communication and problem-solving skills.
- ✓ Those motivated by the potential for high earning potential in sales.
- ✓ Anyone looking for stable employment opportunities with room for growth.

# COURSE CURRICULUM

## UNIT 01

### ✓ CAREER LAUNCHER

- Essential skills for starting and succeeding in your career
- Business model canvas
- Storytelling techniques for business
- Fundamental techniques for influencing other

## UNIT 02

### ✓ THE SALES EDGE

- Mastering Skills and Strategies for Success
- The influence model how to create relationship
- Sales Questioning techniques
- Prospecting
- Cold outbound calling
- Sales interaction
- Lead nurturing and qualification

## UNIT 03

### ✓ SALES AND SERVICE MINDSET

- Objection handling
- Building and managing pipeline
- Intro to CRM

## UNIT 04

### ✓ SALES SKILLS LAB

- Practice and presentation

## SKILLS

This program will enhance your skills to get you job-ready.

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SALESFORCE



ZOHO



LEADSQUARED





# CAREER IMPACT

## ✓ 100 % placement guarantee

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Get a job with a minimum salary of 4LPA within 150 days of program completion.

Get an opportunity to interview for 300+ hiring companies partnered with Naukri ki Duniya.

## ✓ Career Counselling

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Get personalised career pathing from industry experts to chart out the best opportunities based on your interests.

Continuous check-ins to ensure sustained efforts to achieve the desired outcome.

## ✓ Resume and Profile Building

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Our experts will also help you understand the expectations of the industry so you can prepare your resume better. Evaluate your resume as a prospective employer. Determine areas that might require additional emphasis.

Get the best resume tips and strategies to land your dream job.

## ✓ Interview Preparation

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These interviews are customized to the roles that you are applying for. Get a detailed review of the interview processes. Mock interviews, group interviews, domain interviews, DM interview preparation.

# ELIGIBILITY CRITERIA

## Who can apply?



Professionals, holding any bachelor's degree with a minimum 50% score from an accredited institution



Students in the final semester of their graduation are eligible to apply if their average of previous semester scores is a minimum of 50%



# APPLICATION PROCESS

## APPLICATION PROCESS



Step 1 :

### **JOIN THE WAITLIST**

Fill out a simple application form to begin your journey.



Step 2 :

### **SCREENING PROCESS**

Go through the screening process with our panel of experts



Step 3 :

### **JOIN THE PROGRAMME**

# CERTIFICATE



## *Certificate of Completion*

THIS CERTIFICATE IS PROUDLY PRESENTED TO

FOR SUCCESSFULLY COMPLETING THE

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minim veniam, quis nostrud exerci tation ullamcorper suscipitrit dolore trud exerci

DATE

Authorized Signature,  
**Naukri ki Duniya**

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