Anjala Saikia

.

Links

in **LinkedIn**   ◎ **Instagram**

Languages

German

Hindi

English

About

Experienced retail professional with strong customer management and product expertise. Adept at handling fast-paced environments, engaging customers, and providing tailored solutions. Flexible, detail-oriented, and committed to delivering exceptional results in high street, premium, luxury, and other retail settings.

BRANDS WORKED WITH

Dell Technologies   D kayakalp   Tiemchart

Experience

Manager

D kayakalp | Jul 2023 - Sep 2024

Taking over a struggling salon gave me valuable experience in business turnaround and revitalization. I quickly identified key areas for improvement, including customer service, staff morale, and financial management. By rebranding, updating services, and introducing high-quality products, I enhanced client satisfaction. I also streamlined operations, reduced costs, and launched targeted marketing campaigns to attract new customers. These efforts successfully transformed the salon from near closure to a profitable, well-regarded establishment in the community.

Associate Sales Engineer Analyst

Dell Technologies | Jan 2023 - Jan 2024

Real-Life Use Cases: Customer Management: Managed approximately 362 unique cases, providing assistance to customers throughout their Dell journey. Product Expertise: Conducted in-depth studies on Dell's product portfolio, including storage, servers, cloud services, networking, switches, Hyper-V, VMware, and more. Customer Engagement: Worked with US customers, handling products such as PowerStore, PowerEdge, PowerMax, Unity, VxRail, Isilon, VPLEX, and Data Domain ranging anywhere between $4,000 - $3,000,000 Presales Role: Technical and Mathematical Solution Design: Applied technical and mathematical knowledge to design and implement tailored solutions, ensuring they met customer requirements and budget constraints. Presentation and Communication: Engaged with existing customers for environment upgrades and new customers for initial solutions. First Call (discover call) : Emphasized understanding of business requirements and environmental considerations of the customers. Second Call (analyze call) : Connected with customers to understand requirements and conducted in-depth environment analysis using tools like Live Optics. Using the reports gained from live optics, we analyze and discuss their environment. Live optics, an online software you can use to collect, visualize and share data about your IT environment and workloads, to help you make real-world IT decisions. Also developed a detailed visual representation of the proposed environment/data center using Microsoft Visio, incorporating all seven layers of the OSI model (Physical, Data Link, Network, Transport, Session, Presentation, and Application).
Third Call (pitching call) : Pitched the solution by closely integrating customer requirements. The presentation included all relevant data, such as the rationale for the proposed solution, its features, details on rack arrangement in the data center, power consumption, services included, heat emission, weight, approximate costing, and more.
Ensured customer satisfaction by making necessary adjustments based on feedback before handing off to the finance team for finalization.

Project Management Analyst

Tiemchart | Jan 2021 - Jan 2023

In my capacity as a project management analyst, I played a pivotal role in project planning, budgeting, and strategic formulation. I conducted thorough feasibility analyses, established key performance indicators, monitored project progress, provided operational support, identified

issues, and maintained comprehensive project documentation, reports, contracts, and financial records.

Education & Training

2024 - 2025 ● **Queen Mary University London**

Master of Science in Business Analytics,

2023 ● **Dayananda Sagar College Of Engineering**

Bachelor of Engineering,

2019 ● **New Look Senior Secondary College**

Secondary Education,

2016 ● **Sampoorna Kendra Vidyalaya**

High School Diploma,