

Company Brief

Progcap is an award-winning Fintech and AI company that is engaged in the business of identifying and underwriting small businesses that need credit, generating credit score using alternative data and marketing of financing products. The company is working towards revolutionizing the way financial access is delivered to underserved segments of the Indian retail economy, through specialized financing and technology products that empower small and medium businesses (SMBs) to progress without obstacles. Working at the intersection of software and financial services, Progcap aims to be the first full-stack retailer-focused digital bank in India. Through its unique LMRF (Last Mile Retailer Financing) Facility, Progcap is solving a lot of problems in the entire supply chain along with bringing the underserved and capital starved MSMEs into formal financing space.

As a company, Progcap has demonstrated exceptional track record, by partnering with over 70 + fortune 500 brands, working with over 700,000 on its platform, credit solution of over ~6000 Cr and raised over 100 Mn across three rounds of funding, navigated a global crisis coming out with NIL NPAs and growing the business 15x from pre-Covid levels. The company is backed by Creation Investments, Google, Tiger Global, Sequoia capital, GrowX and other well-known investors.

Designation: Executive – Service & Retention

Job Responsibilities

- Maintaining long-lasting relationships with existing customers through exceptional after-sales service.
- Actively sourcing new sales/After sales opportunities through outbound calling
- Developing in-depth knowledge of product features and benefits.
- Advising customers on suitable selection based on their needs and specifications.
- Creating a sales pipeline to accurately reflect the relative placement of sales prospects in the process.
- Working experience of account management or as a relationship manager

Key Competencies & Skills

- Proficiency in all Microsoft office applications.
- Excellent negotiation and consultative sales skills.
- Effective telephonic & communication skills.
- Exceptional customer service skills.

Qualifications

- Bachelor's degree in business administration or management, marketing, or related field is preferred.
- Proven sales/tele-sales experience

LOCATION: Delhi

Language Knowledge: Hindi & English / Telugu / Tamil