

## Inside Sales Representatives

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Company: 2070Health

Location: Bengaluru

Category: other-general

### About the Firm

is on its 0-1 journey of becoming the chosen partner in parenting. We are based out of Bengaluru and have a digital offering for 24x7 chats and online video consultations with paediatricians, and a set of physical clinics in Bengaluru.

### About The Investors

**W Health Ventures** is a Boston-based, healthcare-focused VC fund started in 2020 with the goal of investing in healthcare delivery innovation leveraging technology and AI in the US and India. Till date, we have made eight selective investments that are now improving the lives of 20 million patients globally.

In 2022, we launched **2070 Health**, a healthcare-focused Venture Studio. Here, we incubate innovative start-ups from scratch to disrupt large white spaces. In less than a year since the start of the Studio, we have launched four start-ups through our 40+ strong multi-functional team powered by 30+ engineering and AI resources.

### About The Founder

Deeksha Senguttuvan, the founder is included in Director's Topper list in The Wharton School where she completed her MBA in Entrepreneurship and Innovation Major and IIM Kozhikode in marketing. Deeksha, who has a solid track record of excellence and innovation. With a long career that spans leading roles at the TATA Group, she has a proven history of driving digital transformation and patient engagement at Kauvery Hospitals to redefine the future of hospitals.

Hritikesh Thite, a seasoned professional with 16+ years of experience across prestigious

organizations, is now the founder of BabyMD. Starting at Boston Consulting Group, he mastered strategic and analytical skills. He later served as Senior Vice President at Unacademy, driving growth and innovation. As Vice President at Healthifyme, he gained insights into health tech and wellness. Now at BabyMD, Hritikesh leverages his expertise to revolutionize pediatric healthcare, driving innovation and excellence.

### **Role**

The role involves converting leads from various marketing channels into paying customers for BabyMD's in-clinic and online services like doctor consultations, vaccinations, and therapies. This includes managing 24x7 chat on Whatsapp and video consultations. Additionally, the role entails cross-selling additional services to existing customers to maximize revenue and ensure comprehensive healthcare support.

### **Responsibilities**

- 1 . Deep understanding of the service lines and offerings
- 2 . Source and prospect new sales opportunities through inbound lead-follow-up and outbound cold calls / Whatsapp
- 3 . Understanding the customers' requirements
- 4 . Consultative pitching and advising the right service to the customer, addressing any queries and providing the right assurance without false selling
- 5 . Closing sales and meeting targets
- 6 . Post-sales servicing where required (repeat business, cross-selling and retention)
- 7 . Creating patient records in the CRM / EHR and updating them
- 8 . Daily reporting and insights generation

### **Requirements**

- 1 . 1-4 years of inside sales experience (health-care / wellness / clinics / B2C medical platforms / paediatrics preferred)
- 2 . Track record of over achieving targets
- 3 . Strong phone presence and experience dialling 50-100+ calls per day

- 4 . Experience with CRM required (Zoho preferred)
- 5 . Excellent verbal, written and oral skills
- 6 . Strong listening, empathy and presentation skills
- 7 . Self-motivation, multi-tasking, prioritisation
- 8 . Good and stable internet connection when working from home
- 9 . Full competency in spoken and written English. Multiple Indian languages will be a bonus

This is a remote position, though we are headquartered and our clinics are located in Bengaluru.

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