

SUMMARY

Expert in cultivating and maintaining client relationships, with a proven track record in portfolio management and needs assessment. Demonstrated ability to create customized solutions that drive customer satisfaction and retention. Strong communication, negotiation, and problem-solving skills complemented by proficiency in CRM software. Previous roles have consistently led to improved client engagement and loyalty.

EXPERIENCE

Junior Relationship Executive, 03/2022 - 10/2023

Tech Mahindra - Noida, India

- Provided customers with product information, pricing updates, and other relevant data.
- Resolved customer complaints in a timely manner to ensure customer satisfaction.
- Ensured compliance with all applicable laws when dealing with customers' personal data or confidential information.
- Established effective communication channels between the organization and its customers via emails, phone calls, text messages.
- Developed presentations to showcase the company's products and services to prospective clients.
- Maintained records of customer interactions, transactions, comments and complaints.
- Provided highest quality customer service standards by anticipating customer needs.
- Monitored client satisfaction through surveys and feedback forms, implementing improvements based on results.

Sales Executive, 12/2020 - 02/2022

MG Motors - India

- Cultivated relationships with existing customers to encourage repeat business.
- Negotiated contracts with clients on behalf of the company.
- Initiated contact with prospects via email campaigns or cold calls to generate leads.
- Implemented processes for cross-selling products or services based on customer needs.
- Developed and implemented sales strategies to meet customer needs and increase revenue.
- Responded promptly to inquiries from potential customers about product features or pricing plans.
- Used cold calling and networking to sell products and services.
- Contacted current and potential clients to promote products and services.
- Developed and implemented strategic sales plans to achieve corporate objectives.
- Built and maintained strong, long-lasting customer relationships to ensure high levels of customer satisfaction.
- Sourced new sales opportunities through inbound lead follow-up.

Junior Associate, 04/2018 - 03/2020

Adhoc Technologies Pvt. Ltd. - Gurugram, India

- Conducted market research to determine customer needs and preferences.
- Monitored customer feedback through surveys and focus groups.
- Developed strategies to improve customer satisfaction ratings.
- Generated weekly progress reports on key objectives related to assigned projects.
- Sorted and distributed incoming mail, dispersing to appropriate departments and personnel.

SKILLS

- Customer service and support
- CRM software proficiency
- Sales strategy development
- Contract negotiation skills
- Data analysis expertise
- Lead generation techniques
- Relationship management
- Client communication
- Feedback implementation strategies
- Conflict resolution skills
- Performance tracking methods
- Time management
- Customer education and consulting
- Client engagement strategies
- Sales proficiency
- Customer relationship management
- Fluent in [language]
- Effective communication
- Regulatory compliance
- Value selling
- Relationship review process
- Strategic selling
- Sales reporting
- Written and verbal communication

LANGUAGES

Hindi: First Language

English:  B1
Intermediate (B1)

ACTIVITIES AND HONORS

- Basic Software related to selling knowledge
- Knowledge of words and Excel for generating sales regarding reports, clients data, sales data and other relevant to senior authorities.

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EDUCATION AND TRAINING

08/2017

Bachelor Of Mechanical Engineering, Specialisation in Thermal And Automobile Engg.

LOVELY PROFESSIONAL UNIVERSITY, PUNJAB

06/2011

Associate Of Science, PCM

P.D.M PUBLIC SCHOOL, BAHADURGARH

05/2009

High School Diploma

EVERGREEN PUBLIC SCHOOL, NEW DELHI

REFERENCES

References available upon request.

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