

# AMARPREET SINGH

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## CUSTOMER RELATIONS MANAGER - *leveraging 9+ years of experience*

Management professional with a consistent contribution in various industries in a customer facing role. Efficiently partners with key stakeholders to ensure plans, goals and metrics are consistently monitored and evaluated. Maximizes success rate by forging core leadership that augments process, communication, core values and the guest experience. Supports brand and marketing campaigns and sales initiatives in alignment with the overall business priorities and goals.

### PROFILE SUMMARY

- Well versed with Microsoft Office Suite, Oracle based systems, CIS system, and complaint resolution.
- Experience with process improvement, key business metrics, and KPIs.
- Demonstrated track record for meeting and exceeding sales objectives.
- Ability to coordinate the day-to-day operations in accordance with the established policies and procedures.

### CORE COMPETENCIES

- |                        |                       |  |
|------------------------|-----------------------|--|
| ▪ Customer Service     | ▪ Customer Experience | ▪ Customer Relationship Management (CRM) |
| ▪ Negotiation          | ▪ Public Relations    | ▪ Business-to-Business (B2B)             |
| ▪ Complaint Management | ▪ Customer Retention  | ▪ Complaint Investigations               |

### PROFESSIONAL EXPERIENCE

**Accenture, New Delhi**

Jan. 2020 – Present

#### Customer Relations Manager

- Plan and monitor progress towards objectives.
- Manage the budget and spending for an assigned area.
- Research and resolve high-level, complicated customer complaints.
- Oversee daily operations, set unit goals, objectives, and standards.
- Identifying issues and implementing process and workflow changes.
- Recommend billing adjustments, review and analyze billing and exception statistics.
- Actively participate in projects surrounding freight, distribution, and 3rd party logistics companies.
- Work closely with major stakeholders on inventory optimization to attain short term and long term goals.
- Oversee changes in policies and procedures, ensure proper cash controls, and develop and manage projects.
- Manage services and functions related to front-line customer service, citizen assistance, and revenue processing.
- Identify and create policies, processes and procedures that increase efficiencies and optimize the distribution network in conjunction with distribution partners.
- Participate in the communication process between company's supply chain partners and all internal stakeholders to ensure constant availability of accurate information.
- Administer customer service operations, supervising multiple professional level employees, and provide second level supervision to employees in the customer service unit.

**Tata Consultancy Services, Mumbai**

July. 2018 – Nov. 2019

#### Customer Relations Manager

- Worked on day to day details with an eye toward the big picture.
- Built rapport with each client in order to increase retention and loyalty.