



Viman Nagar, Pune, MH



+91703-073-4945



kprincy309@gmail.com



<https://in.linkedin.com/in/kprinu06>



ABOUT ME

A big-picture person with a sense of humor along with an immense drive to learn through analysis and overcoming challenges find the idea of contributing to a team in a way, I'm passionate about invigorating. Passion and diligence are two traits that I believe most reflect me as an individual. I believe that this is the key to being successful in any endeavor that one sets their mind. I enjoy embracing the lessons learned from failure, stand up and continue to grow.



SKILLS

Communication



Problem-solving



Leadership



Organization



Team Work



Creativity



BD & Customer Success Manager

Rincy P



PROFESSIONAL SUMMARY

A demonstrated 8 years of Strong Customer Success and process Management professional with working experience in the IT Service Industry (B2B & B2C) at the global and regional level in the leadership team. Major experience lies in strategizing and leading cross-functional teams to bring about fundamental change and improvement in strategy, process, and profitability – as a leader.



EXPERTISE

- Client Management
- corporate sales
- Up selling and Cross-selling
- Inside Sales
- Lead Generation
- Email Campaigns
- Business Development & Sales administration
- People Management
- Strategic Planning
- Process Management
- B2B Marketing
- Team Management
- Business Process Improvement
- B2B Marketing
- Market Research
- Conceptualization, planning & project management



GRAPHS

500+ Clients
Handled < 5years

126% Key
Account Growth

\$1 Million+
Revenue Generated
(existing clients)



WORK EXPERIENCE

Company Name: Sturdily Business Service (Pune) (STAT BI Corp)

Designation: Customer Success Manager

Duration: Nov2018-Present

- Developing and implementing strategic plans.
- Responsible for existing business and Client retention or loss of Accounts.
- Contribute to client's business growth by identifying new opportunities.
- Create an effective process and information flow between the client services team and other disciplines.
- Responsible for driving key client business as well as driving strategic initiatives in brand and business planning.
- Used the existing customer account base to generate cross selling opportunities and maintain client records and static database.
- Handled both, the internal activities of an organization as well as the external dealings with clients, vendors, etc.



Academic Education

Bachelors in Economics-
University of Calicut (Kerala).



Technical Knowledge

- Operating system – Mac, Windows 10.0, Window 8, 7.
- Strong Knowledge about Zoho CRM
- Expert in Microsoft Office tools (Excel, Word Power Point, and office 365).



Personal Information

Nationality: Indian

Marital Status: Single

Date of Birth: 30th Dec 1989

Permanent Address: Palakkad,
Kerala

Company Name: Sturdily Business Service (Pune) (STAT BI Corp)

Designation: Account and Business Development Manager

Duration: May2018-Oct2018

- Forecasts and tracks client account metrics and sales activities co-ordination.
- Generate sales among client accounts, including up selling and cross-selling.
- Responsible for General sales administration.
- Manage projects within client relationships, working to carry out client goals while meeting company goals.
- Identifies opportunities to grow business with existing clients.
- Managing all aspects of the inside sales department and lead generation process and ensuring KPI's performance against targets.
- Conduct entire management activities inclusive of coaching, evaluating, training and monitoring performance.

Company Name: Stratagem Services Pvt. Ltd. (Pune)

Designation: Business process and Client Service Manager

Duration: Oct2016-Apr2018

- Control resources and utilize assets to achieve Sales targets.
- Planning and overseeing new marketing initiatives.
- Responsible for driving key client business as well as driving strategic initiatives in brand and business planning.
- Identify ways to build brand awareness through engaging campaigns that establish the company reputation, incite curiosity, and inform potential customers.
- Responsible to identify and create a business process, which is a formalized set of tasks and activities that helps accomplish specific business objectives.
- Maintain team, individual priorities to ensure overall Company profitability, support to Company goals & success, support to co-workers success, maintain the best interests of the Company as 'priority one' in all activities.

Company Name: Stratagem Service Pvt. Ltd. (Pune)

Designation: Research and Data Manager

Duration: Nov2011-Sep2016

- Handled the research project in which we work with B2B companies for their marketing initiatives to fulfill their requirements.
- Build strong relationships with clients, intermediaries, and associates; and — ensure that the company is up to date with developments in specified policy areas and research markets.
- Mentored the talented team of Researchers and Data to work on the projects.
- Responsible for Email marketing campaigns.
- Project verification through manual and software.
- Taking care of all Reports & Maintaining In-House Databases.