

# Abhishek Maurya

National Account Manager at Idea Cellular Ltd

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## Experience

**National Account Manager(Strategy n Planning) at Idea Cellular Ltd**

**May 2013 - Present (2 years 2 months)**

- Proactively scope the Enterprise Business solutions required to address customer requirements, assess customers' met and unmet needs, and recommend solutions that optimize value for both the customer and the organisation.
- Liaising with marketing and product management to understand specific client requirements and the corresponding product pitch /positioning message.
- Business development and presales for Enterprise Voice, Collaboration and customized products like ILL, MPLS ,International Audio Conferencing, Hosted IVRs ,Toll Free solutions , M2M , Device Management Solution , Mobile Marketing solution ,Sales Force Automation, Cloud Telephony ,Mobile VPN services ,GSM Gateway etc.
- Providing high quality responses that are relevant to the requirements and instructions specified in the RFP issued by the client.
- Managing the RFP project by assessing and arranging for resources, determining the project schedule, communicating progress and challenges with key stakeholders and implementing quality checks to final submission document
- To present the entire range of company products and services to assigned accounts, while leading the customer account planning cycle and ensuring assigned customers' needs and expectations are met by the company.
- Define communications plans and organise status meetings to ensure that all required stakeholders are regularly engaged and informed.
- To act as the Single Point of Contact and main interface for all deliverables, ensuring that provided services are seamlessly delivered end to end with a "one" team approach .
- Build trusting and professional relationships with key stakeholders in the customer organization and work to understand their business drivers and requirements
- Work closely with the various departments: Commercials, Legal, Marketing, Product, Service Delivery in the organisation to ensure the accurate execution of sales orders and account activity.

**Key Accounts Manager at Times Business Solutions Ltd**

**September 2012 - April 2013 (8 months)**

- Establish and build effective and productive relationships within the Corporate partnership teams.
- Maintaining and updating sales activity record and client details into a centralized CRM Concourse suite.
- Proactively contacting corporate clients to maintain a consistent high level of service delivery, whilst identifying further new business opportunities .
- Ensuring all performance standards are met viz. business targets, controls and compliance .
- To prepare presentations, proposals, plans, contact reports as necessary.
- Corporate mapping and competitor analysis.

## Sr. Relationship Officer at American Express

April 2011 - September 2012 (1 year 6 months)

- Business Development through corporate endorsements in Big Corporate houses.
- Maintaining all the acquisitions record into a centralized CRM Salesforce.com.
- Engaging with premium customers to build relationships, and delivering a positive customer experience while acquiring new customers.
- Driving business through defined channels of acquisition [Retail, Corporate, Venue-sales]
- Ensuring all performance standards are met viz. business targets, controls and compliance.
- Expansion of internal and external relationships, and drive sales result demonstrating the highest levels of controls and compliance adherence in the sales process and in personal conduct.

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## Skills & Expertise

Corporate Sales Presentations

New Business Development

client servicing

Sales

Market Research

CRM

Team Management

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## Education

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Master of Business Administration (M.B.A.), Business, Management, Marketing, and Related Support Services, 2009 - 2011

ICFAI Business School

MBA, Marketing, 2009 - 2011

Integral University

B-Tech, Information Technology, 2004 - 2008

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[Contact Abhishek on LinkedIn](#)