

Client Relationship Specialist | Multitasker | Resilient

Results-driven and highly organized professional with a proven track record in managing and executing end-to-end operations procedures for a diverse portfolio of 10+ B2B clients. Skilled in collaborating with cross-functional teams. Adept at personally managing major customer accounts and prospects. Demonstrated expertise in lead generation, business development, and serving as a key account manager.

PROFESSIONAL SUMMARY

Service-oriented Executive with Around 1.8 years background. Core competencies include Patience in listening to customer need, Issue & handle with utmost care as per customer satisfaction. As well as excellent communication and time management skills. Handles tasks with accuracy and efficiency.

SKILLS

- Service Orientation
- Complex Problem Solving
- Judgment and Decision Making
- Administration and Management
- Active Listening
- Critical Thinking
- Time Management

EXPERIENCE

Executive- Client Relationship: 05/2022 – 11/2023 - Grace Relocations Private Limited

- . Coordinate daily customer service operations (e.g. Inquiries, sales processes, orders and payments).
- . Track the progress of weekly, monthly, quarterly and annual objectives for sales & Operational activities.
- . Demonstrated proficiency in preparing accurate and detailed **quotation and calculation sheets**, aligning them precisely with client agreements and requirements.
- . Proactively engaged with corporate clients, actively supporting them throughout their operational processes and facilitating smooth movement of goods and services.
- . Efficiently coordinated with the finance department to ensure prompt payment confirmation from clients, maintaining strong **financial transparency** and timely resolution of **payment- related issues**.
- . Actively monitored and evaluated **client satisfaction levels**, leveraging feedback to identify areas for improvement and implementing effective solutions to enhance overall client experience.
- . Acted as a **reliable point of contact** for clients, addressing inquiries, resolving issues, and providing timely and accurate updates on project status and deliverables.
- . Communicate with clients and evaluate their needs.
- . Demonstrated expertise in successfully managing a diverse **portfolio of 10+ B2B clients**, including industry leaders such as **Kohler India, PNB MetLife, PNB Housing, Hiveloop (Udaan), Luminous, Eli Lilly, Brillion Consumer, Hilti, India, HSBC and Akzo Noble single-handedly.**

My Mirror

Education

Under Graduate 2nd Year

10th From CBSE Board

12th From NIOS Board

Software Knowledge

MS Excel

MS PowerPoint

CRM Tools- ERP

Transportation Management Tools

Microsoft Teams

What Else?

Expertise

Client Delivery Optimization Project Management

Relationship Building

Client Management

Soft Skills

Alliance Building

Relationship Management Strategic Alignment

Client Retention

Leisure

Music

Travelling

Thanking You,

Parul Sharma

Gurgaon, Haryana- INDIA