

# UTKARSHA JAIN

## CLIENT RELATIONSHIP SPECIALIST

Connect with her

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### Diligent | 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 15+ 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. Possesses a Post Graduate Diploma in International Marketing and a Bachelor's degree in Commerce from Lakshmibai College, Delhi University, as well as a proficiency in English, Hindi, and beginner-level Spanish.*

### Work Profile

- Operations Manager
- Key Account Management
- Client Relationship
- Sales Management
- Project Management
- Marketing Research
- Brand Communication
- Team Training
- Team Management

### Software Knowledge

- MS Excel
- MS PowerPoint
- Canva
- CRM Tools
- Transportation Management Tools
- Microsoft Teams

### What Else?

#### Expertise

- Client Delivery Optimization
- Project Management
- Relationship Building
- Client Management

#### Soft Skills

- Relationship Management
- Client Retention

### Certifications

- A Financial Analysis and Financial Modelling using MS Excel
- Certificate in Spanish Language (2020) Miranda House / University of Delhi / 8 CGPA

### Languages

- **English** - Professional Working Proficiency
- **Hindi** - Native or Bilingual Proficiency
- **Spanish** -Professional Beginner Proficiency

### Leisure

- Music
- Travelling

### Professional Background

#### Key Account Manager (KAM) (**Grace Relocations Pvt.Ltd**)

November 2023 - Present

- Demonstrated expertise in successfully **managing** a diverse **portfolio of B2B clients**, including industry leaders such as Air Asia, Hilti, Zee Entertainment, Adidas, Niva Bupa as sole point of contact.
- Serve as the **primary point of contact** for clients.
- Cultivate and nurture strong **relationships with clients**, ensuring their needs and expectations are consistently met.
- Facilitate smooth **communication between clients and** the relocation **services team** to guarantee a seamless relocation process.
- Proactively address client **concerns and** provide **effective solutions** to enhance overall satisfaction.
- Collaborate with **internal teams** to optimize service delivery and exceed client expectations in the realm of relocation services.
- Engage with corporate clients, effectively **converting leads** into valuable partnerships.
- Implement daily follow-ups with clients to drive **lead generation** initiatives.
- Meticulously maintained monthly **MIS reports**, while overseeing the smooth flow of shipments.
- Conducted diligent **payment follow-ups** with administrators to ensure timely invoicing

#### Operations and Marketing (**Agarwal Packers & Movers Limited**)

March 2022 - October 2023

- Demonstrated expertise in successfully managing a diverse **portfolio of 15+ B2B clients**, including industry leaders such as LG, Shree Cement, Eli Lilly, Safe Express, and Ericsson, single-handedly.
- Proficient in executing **end-to-end operations procedures** with a strong focus on client satisfaction. Collaborated effectively with sales, logistics, marketing, finance, and insurance teams to ensure seamless project execution.
- Personally cultivated and managed **key customer accounts** and prospects, fostering long-lasting client relationships.
- Meticulously maintained monthly MIS reports, while overseeing the smooth flow of **outbound and inbound** shipments.
- Proven track record in lead generation and **business development**, driving revenue growth.
- Acted as a key account manager, spearheading all **B2B operations execution**. Recognized for providing strategic networking support to enable successful project implementation.

### Education

#### Post Graduate Diploma in International Marketing

September 2021- May 2022

Sri Guru Gobind Singh College Of Commerce, Delhi University - **Secured - 7.6 CGPA**

#### Bachelor in Commerce

July 2018- August 2021

Lakshmibai College, Delhi University - **Secured - 7 CGPA**

### Brands Worked With



LG



Lilly

