

# Khushbu Joshi

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## SUMMARY

A Resourceful and talented professional with extensive exposure in executing challenging assignments across wide array of functional areas including business development, marketing and leading profit center operations. Acknowledged for well-defined understanding of business-technology interface and capacity to identify and align clients' emerging technology needs with products and services. Track record of providing customized solutions as per diverse and cross-border requirements of clients while maintaining close coordination and clear communication with customers, board of management and stakeholders. Ethical professional adopting transparent communication approach while focusing on leveraging competitive advantage for delivering top-quality service. Seeking challenging managerial position in multinational and reputable organization.

## EXPERIENCE

### LRN Technology and Content Solutions, Mumbai— Partner Support Engineer

**Nov 2015 - July 2017**

- Provide support to internal and external customers on all aspects of LRN proprietary applications (functions include: campaign set up, system generated e-mails, system reporting, user data management, and customization)
- Using defined systems and processes, keep both internal and external stakeholders updated as to the status of call tickets, requests, projects, issues, and changes.
- Update necessary tracking and reporting systems to ensure that group statistics can be tracked, managed and measured.
- Manage expectations of internal and external customers, ensuring capabilities are not exceeded to the detriment of the customer. Escalate issues related to capabilities where appropriate.
- Serve as an internal advocate for field personnel, as well as external customers. Prioritize requests based on need and impact. Work with internal stakeholders to address priorities.
- Prepare and present (in written and verbal forms) product information that will assist customers with the capabilities of LRN systems.
- Maintain quality levels for all work related to customers' requests.

## COMPETENCIES

- Project management.
- Document management,
- Analysis,
- Customer/Client Convincing
- Target-Oriented
- Judgment and Decision Making
- Product Expertise
- Strategy and Planning
- Client Interaction
- Research Methods
- Team player
- Revenue Generation
- Negotiation
- Strategic Thinking and Creativity
- Problem Analysis and Problem-Solving Skills

## AWARDS

Organised a seminar with product details, provided presentation and signed off deals with new clients

Handled end to end projects and providing resolution as per client request within SLA.

Over Achieved target for 2009 by 34% for Vodafone Sales - 3 Global Services.

Rewarded as best Financial Advisor with less amount of Discount Offered and Earning more Revenue for the Company EFunds International India Pvt Ltd.

Promoted as Trainer for Sales Process with Yellow

### **Veldos , Mumbai — Process Expert**

pages Services for Earth  
Network Pvt Ltd

Feb 2014 - Nov 2014

- Hired as Process Expert for Pilot process called RLA.
- Duties included providing training and floor support to colleagues.
- Was rewarded as Best Resolution Expert

### **LANGUAGES**

English, Hindi, Marathi.

### **Ocwen Financial Solutions, Mumbai — Business Executive.**

Jan 2012 -Feb 2014.

- Worked for a Mortgage company as Business Executive
- Maximizing customer penetration through effective utilization of prospecting, presentation, selling, closing, follow-up and account development skills.
- Striving towards gaining a comprehensive understanding of the target audience/prospects for products.

### **3 Global Services, Mumbai- KC (Knowledge Coach)**

Feb 2008 - Jan 2012

- Joined as Sr. Customer service Executive in the year 2008 for Aus Sales Process, got promoted as KC in the Oct-2010.
- Selling plans and retaining customers with minimum discounts.
- Assisting associates in closing their leads with positive results, valuable plans, offers and negotiation.
- Awarded as Best Sales Executive in 2009 and 2010 with maximum retention.

### **EDUCATION**

HSC in the year 2007

SSC in the year 2003

References available on request.