



**Sanchi Rajora**

Senior Executive- CRM seeking roles in Software Deployment,Business Development,Client Relationships Management,Risk Management,New Business Generation,Customer Portfolio Management,Business Analysis,Pricing Analysis,Citrix,XenApp,Juniper



Current Designation: Senior Executive- CRM	Total Experience: 5 Year(s) 8 Month(s)
Current Company: RLG India	Notice Period: 15 Days or less
Current Location: Delhi	Highest Degree: MBA/PGDM[Information Technology]
Pref. Location: Noida,Greater Noida,Delhi	
Functional Area: IT Software - Application Programming / Maintenance	
Role: Business Analyst	
Industry: IT-Software/Software Services	
Marital Status: Married	
Key Skills: Senior Executive- CRM,Business Analyst,Software Deployment,Business Development,Client Relationships Management,Risk Management,New Business Generation,Customer Portfolio Management,Business Analysis,Pricing Analysis,Citrix,XenApp,Juniper	
Verified :  Phone Number   Email - id	

Last Active: 22-Jan-21

Last Modified: 19-Jan-21

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## Summary

Capable Relationship Manager experienced in developing customized solutions to meet wide-ranging customer needs. Strong collaborator and active listener with excellent verbal and written communication skills. Offering dynamic collaboration and decision making skills in a career spanning over 5+ years in IT & E-waste management industries.

## Work Experience

### **RLG India** as Senior Executive- CRM Sep 2020 to Till Date

Audit & Compliance- Ensure adherence to International standards of Business processes & functionalities. Key focus on Documentation Management in strict compliance with evolving CPCB Guidelines.  
Data & MS Management- Manage and publish Client Dashboard, Pricing Analysis, Inventory Tracker Management.  
Business Analysis- Revenue Analysis & Renewal.  
Business Presentations & Advisory- Weekly Internal & Monthly Business Review with Clients  
Team Management: Collaborate with Internal Team Members & liaise with Other Depts. to ensure B2B Customer Queries are resolved within stipulated timeframe.

### **CompunneI Software Group** as Consultant- Strategy & Client Partnership Jul 2018 to Jul 2020

Collaborating with management on sales goals, planning, and forecasting; maintaining short- and long-term business development plans.  
Identifying, qualifying and securing business opportunities; coordinating business generation activities; developing customized targeted sales strategies.  
Building business relationships with current and potential clients.  
Creating and maintaining a list/database of prospect clients; maintaining database (CRM, Excel, etc.) of prospective client information.

### **IBM India Pvt. Ltd.** as Practitioner Jan 2016 to Jun 2018

Handling Identity Access and Connectivity Issues, Software Deployment, Application Interface and environment architects.  
Configuration of Outlook Exchange Accounts for Enterprise Accounts.  
Identifying global outages which interrupt client services and escalate priority issues as per Client Specifications.



### Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

Responsible for incident identification, logging and categorization, escalation, routing the tickets to the 2nd and 3rd level support groups which includes vendor support as well. Managing and troubleshooting the Network & connectivity issues including web and software VPN (Citrix, XenApp, and Juniper) and Wi-Fi connectivity issues and configuration.

Responsible for planning and managing the operational activities for the team to ensure that the client service is in line with the customer requirements & achieve the SLA targets.

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Education

UG: **B.Com (Commerce)** from **monad university** in **2013**  
PG: **MBA/PGDM (Information Technology)** from **Amity University** in **2017**

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IT Skills

Skill Name	Version	Last Used	Experience
MS OFFICE			
CITRIX			
XENAPP			
JUNIPER			

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Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				

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Affirmative Action

Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**  
Employment Status: **Full time**

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