

Jyoti Panchal

 D-96, 2nd Floor Munirka, New Delhi – 110067

 jyoti.panchalwork@gmail.com |  +91-9650129597

Professional Summary

Customer-focused and performance-driven professional with over **9 years of experience** in **Key Account Management, Escalation Handling, Customer Support, Order Management, and Retention** across **Logistics, E-commerce, and Insurance** sectors. Skilled in managing high-value accounts, resolving complex customer issues, and driving retention through strategic engagement. Proven ability to lead teams, optimize support processes, and deliver exceptional service in fast-paced environments.

Core Competencies

- ◆ Key Account Management (KAM)
 - ◆ Escalation & Query Resolution
 - ◆ Customer Retention Strategies
 - ◆ Order & Fulfillment Management
 - ◆ Team Leadership & Training
 - ◆ Process Optimization
 - ◆ Client Engagement & Relationship Building
 - ◆ SLA & TAT Compliance
-

Professional Experience

Key Account Manager

Shiprocket | Apr 2025 – Present

E-commerce Logistics Aggregator

- Managing key accounts with a focus on customer support, retention, and order lifecycle management.
- Handling escalations and resolving complex queries to ensure high customer satisfaction.
- Driving retention initiatives and improving Net Asset Under Management (NAUM).
- Collaborating with cross-functional teams to streamline order fulfillment and reduce delays.
- Enhancing support workflows to improve resolution time and service quality.

Senior Sales & Support Expert

Shipway Technology Pvt. Ltd. | Sep 2020 – Mar 2025

SaaS Platform for E-commerce Logistics

- Led a team of 5 in managing sales operations, client onboarding, and post-sales support.
- Oversaw customer retention strategies and maintained monthly retention KPIs.
- Resolved technical queries and collaborated with product teams to enhance client experience.
- Optimized support processes, reducing resolution time and increasing CSAT scores.

Senior Underwriter – Life Insurance

Canara HSBC Life Insurance | Oct 2019 – Aug 2020

- Assessed insurance applications for compliance and risk analysis.
- Liaised with specialists to gather insights and resolve complex underwriting cases.
- Maintained high accuracy and turnaround times in underwriting operations.

Customer Retention Expert

Canara HSBC OBC Life Insurance | Aug 2016 – Sep 2019

- Managed retention for HNI and non-HNI clients, focusing on surrender prevention and asset retention.
- Handled escalated queries via email and phone, ensuring regulatory compliance and service excellence.
- Streamlined manual processes and improved internal TAT adherence.

Renewal & Engagement Expert

Canara HSBC OBC Life Insurance Co. Ltd. | 2014 – 2016

- Engaged with HSBC customers for policy renewals and reinstatements.
- Delivered support via phone and email, maintaining high call quality and customer satisfaction.
- Coordinated with cross-functional teams to resolve service gaps.

Education

MBA in Operations Management Amity University | 2016 – 2018

BBA Maharishi Dayanand University, Gurgaon | 2010 – 2013

Intermediate Haryana Board of School Education | 2010



High School

Central Board of School Education | 2008

Awards & Recognition

- 🏆 Bravo Certificate – Quality Underwriting
 - 🏆 Bravo Certificate – Best Performance in Renewals
 - 🏆 CEO's Bravo Award – Highest Surrender Retention (2016)
 - 🏆 Director's Award – Surrender Retention Excellence
 - 🏆 Employee of the Quarter – Exceptional Retention Performance
 - 🏆 Multiple Quality Awards – Consistent High Service Standards
-

Personal Details

- **Date of Birth:** 16th September 1993
- **Marital Status:** Married
- **Languages:** English & Hindi