

# SMITA GAJJAR

Customer Relationship Manager /Business Consultant  
Brisbane, QLD

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## Summary

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Accomplished construction coordinator with 7+ years' experience overseeing IT firm for client relationship management & Account Manager as work on schedules, budgets, and processes. Customer-focused leader well-versed in SOPs, and ensuring work is completed on deadline, following client and organization satisfaction parameters.

Strong footprints in IT market working for both B2C & B2B product/services. That includes 5 years for Open sources, Mobile apps and Digital Marketing and 2 years with Microsoft Dynamics.

Recognized for ability to communicate with customers, providing exceptional service that ensures client retention and positive feedback. Ready to benefit your company with my proven ability to increase sales through upselling techniques as well as to implement processes that drive profitability.

Connected with top tier through LinkedIn to grab new business & gain knowledge with similar role. Maintained all current contractors' billing, hours, pay, time off requests, end of contracts

## Skill Highlights

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- Client Relation Management
- New Business Development
- Business Development Tools
- Digital Marketing
- Complex problem solver
- Innovative, CRM Management
- Service-focused
- Strong footprints in Follow-up

## Experience

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Aug'21 – Current

**Business Central – Functional consultant**

Company: **365 Architects Pty Ltd –Brisbane**

- Implementation of Business Central through the full project life cycle as part of a Project Team.
- Data gathering, preparation and import into Business Central.
- Configuration of Business Central to meet customer requirements.
- Carry out training for clients when necessary.
- Communicate effectively with the Project Manager and Senior Consultants to enable projects to be delivered efficiently.
- Undertake presentations and demonstrations to prospective clients if required.
- Provide support to customers when needed.

Jan'21 – Aug'22

**Customer Service Representative (USA, ANZ)**

Company: **Intech System – Ahmedabad**

- Oversaw a group of five area sales managers and collaborated with each to identify the progress, opportunity, and condition of each jurisdiction.
- Lead monthly trainings for executive management to provide them with recent research on best practices, sales strategies, and competition movement
- Contributed to the company recognizing a nearly 20 percent increase in yearly revenue through a recommended sales training to teach sales professionals about proper negotiation and closing tactics.
- Connect with Existing client for contract renewal and cross selling
- Preparation of documentation for customer meetings as per the customer success
- Managing the action items from meetings to ensure successful delivery and feedback to customers
- Engage with technical projects, pre-sales, and sales teams to ensure delivery of client expectations is in line with service level agreements and strategic business processes
- Customer advocates to help build out marketing testimonials and case studies
- Strong footprints in developing prospective clients through several strategies including internet research, referrals, various professional directories, and personal investigation
- Work with the sales and marketing team to create communication campaigns and analyze responses and leads
- Continually update the database with current communication information and contacts
- Updating CRM and pipeline management including documenting, tracking, reporting, and analyzing sales data

June'19 – March'21

**Business Development Executive (Worldwide)**

Company: **Dash Technologies – Ahmedabad**

- Bidding portals, Business Proposal preparing, Invoice making Connect
- higher authority person on LinkedIn and make appointment for face-to-face meeting
- Explain our services as well as our products like BI, Storage & Security
- Generate report for his website in terms of SEO/ Audit report
- Build proposal, Make basic flow of requirement
- Email marketing on social media as well as Email campaign

Jan'16 – Jan'19

**Customer Relationship Manager (Australia, USA, UK)/Account Manager**

Company: **Elsner Technologies– Ahmedabad**

- Manage the relationship with the customer throughout the life of the hire
- Integration of sales quotes into orders using CRM system (Microsoft CRM, Odoo)
- Contract management
- Positively manages the customer experience through well-defined touchpoints
- Maintains high levels of customer satisfaction and positively impacts the customer feedback KPI's
- Responsible for the communication and customer agreement of variations to the original order, including changing technical requirements, hire extensions and additional services
- Answer inbound calls, emails and other channels and deal with them promptly and efficiently against KPI's

Jul'15 – Jan'16

### **Mobile Application Developer**

Company: **Gems Digital Media– Ahmedabad**

- Developing Android projects.
- Writing UI AUTOMATOR Scripts for Android.
- Communicating with Product Owners.
- Design, develop, test, support and deploy mobile applications.
- Gather customer software requirements and develop related applications and programs.
- Design and develop testing and maintenance procedures and activities.
- Assist and support other team members on multiple projects

## **Language**

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- Computer Languages: **PHP, C, C++, Android**
- Programming Languages: **JavaScript, HTML5, CSS, SQL, MySQL, Amazon Cloud (EC2)**
- Development Tool: **Adobe Dreamweaver, Photoshop**

## **Reference**

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Available Upon Request