

# SHIVANI YADAV

Client Relationship Manager at Stillsweb | Ex Project And Operation Manager at Pixean

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# **RESUME**

I want to work and succeed in a challenging environment, building the success of the company that will provide opportunities for growth and at the same time having selfdevelopment environment.

#### **EXPERIENCE**

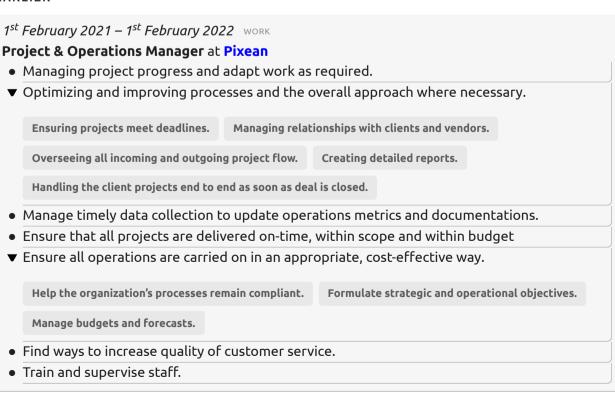
NOW 1<sup>st</sup> Feburary 2022 – Present work Client Relationship Manager at Stillsweb (Product Of Pixean) • Managing project progress and adapt work as required. ▼ Develop and maintain strong professional working relationships with assigned clients Ensuring projects meet deadlines. Managing relationships with clients and vendors. Maintain records of business on internal software. Creating detailed reports. Induct new clients to the Central Dealing Desk for smooth interaction and services. • Working closely with the marketing head to provide guidance. • Analysis of the current CRM and ensuring its fit for purpose and the goals of the organization. ▼ Ensure all operations are carried on in an appropriate, cost-effective way. Building & maintaining relationships with clients & key personnel within customer companies. Giving technical support help to clients. Manage budgets and forecasts. • Find ways to increase quality of customer service. • Ensure that timelines are maintained for any deliverables that customers may have. • Collect requirements that customers may have and translate the same to the Company team and staff. • Facilitate regular business reviews with clients to confirm ongoing customer account goals,

• Manage accounts from the inquiry stage of acquisition as well as be involved in delivery to

#### **EARLIER**

assess progress.

ensure client satisfaction.



## PORTFOLIO WEBSITE

shivani.gtsb.io || shivanihere.github.io

#### </>LANGUAGES

Hindi English

# **PROJECT MANAGEMENT & DEVELOPMENT**

Slack Trello

#### PACKAGES

PandaDoc MS Office Tools G-Sheet & Doc

### ACCOUNTING & CRM SOFTWARE

Zendesk Salesforce Essentials Zoho

#### SKILLS

Technical Writing, Team Leadership, Problem Solving, Work Under Pressure, Strategic thinking & planning abilities.

#### KNOWLEDGE

- Time management & Project management
- Management skills & Analytical skills
- Excellent communication & interpersonal skills with ability to grasp new concepts quickly and utilise the same in a productive manner

#### ☆ MOST PROUD OF

### • ★ Sales Star

On my first job did sales for 10lakh and got certificate for achieving the target

#### Persistence & Loyalty

Coordinator of My Master Degree batch and helped, handled & shared information to 200+ students for consecutive 2 years.

#### ✓ Growth

Consistent growth in interpersonal & Tech Skills with hard work without any support or mentor.

1st February 2019 – 1st February 2021 work

#### Pre-Sales & Operation Executive at Pixean

- Communicate with the higher management to prepare a strategy for operations to run efficiently.
- ▼ Assisting in developing long term plans to achieve the goals and objectives which are already

To manage the company's commercial operations and various expenses and budget.

To check on the performance of the operations of both internal service providers and external service

Ensuring submission of daily work plan to department head every evening with EDR and POA for next day.

Handling client enquiry for project requirements and identifying and negotiating with vendors for cost and quality deliverable

Handling the client projects end to end as soon as deal is closed.

Vendor Management i.e. building database of vendors and sourcing as per client requirements.

#### **BACK THEN**

5<sup>th</sup> January 2018 – 4<sup>th</sup> December 2018 WORK

#### Business Development Executive at The Makkerz

- Contacting potential clients via email or phone to establish report and set up meetings.
- Researching organizations and individuals online (especially on social media) to identify new leads and potential new markets.
- Researching the needs of other companies and learning who makes decisions about purchasing.

#### 

Event: Vastra Lifestyle Exhibition, Navi Mumbai EVENT PROJECT

Post: Event Planner And Coordinator

Description: The one stop expo for all fashion Trend. It was the event of range of fashionable and trendy ethnic Indian dresses . the exhibition was attended by more then 2000+ patrons and it gave the opportunity to show a local brand on a huge platform.

Event: MPFL (Mumbai Premier Footsy League), Navi Mumbai EVENT PROJECT

Post: Event Planner And Coordinator

**Description:** It was a football event with a professional approach to give a big platform to build team spirit between Individual and create healthy relationship with entertainment, Excitement and a great exposure with Recognition.

NMRE (Navi Mumbai Real Estate Expo), Navi Mumbai EVENT PROJECT

Post: Event Planner And Coordinator

**Description:** It was a strong industry platform which brings together prominent Real-Estate developers of Mumbai & Navi Mumbai to work towards the development & Housing needs of Mumbai & Navi Mumbai.



#### EDUCATION/ DEGREE

June 2015 - June 2017 EDUCATION

Master of Commerce (M.Com) at Mahatma Gandhi Kashi Vidyapith

Concentration: Commerce, Accounting, Management and Economics, Marketing

August 2011 - Dec 2014 EDUCATION

Bachelor of Commerce (B.Com) at Mahatma Gandhi Kashi Vidyapith

Concentration: Brand Communication and Management, Entrepreneurship, Finance, Human Resource Management, Insurance and Risk Management, International Business, Supply Chain Management

2011 With 67.00% (1st Division) EDUCATION

Intermediate (10+2) at G.R.G. Inter College

**Concentration:** Accounting, Banking, Economics and Business Math & Stats.

#### TECHNICAL EDUCATION

2012 - 2013

Diploma In Computer Course in Computer Application at Somourd Computech 2013

Attended 3 Days Seminar "Technical Expert- Level 1" at Techfest IIT Bombay