

Akshay Panthri

SENIOR CLIENT RELATIONS AND CUSTOMER SERVICE MANAGER

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A seasoned customer service and sales professional with over 11 years of comprehensive experience in the retail sector, specializing in client management, customer satisfaction, and sales enhancement. Known for transforming under-performing teams into highly efficient units that consistently exceed expectations. With a proven track record in delivering bottom-line profit improvements while maintaining high-quality standards, I offer expertise in managing both operations and customers. My commitment to achieving customer satisfaction and loyalty is paired with a strong aptitude for crisis management. My experience spans across various domains including customer engagement management, team leadership, training, and local store marketing.

Core Competency

Client Relationship Management, Sales and Marketing Strategy, Operations Management, Project Management, Inventory Control, Loss Prevention, Crisis Management, Team Leadership, Staff Training, Customer Satisfaction and Retention, Conflict Resolution, Consumer Behavior Analysis, Store Management, Service Center Management, Customer Engagement Strategies

Profile Synopsis

Sales/Marketing Management: Proven record in driving revenue growth by designing and implementing powerful sales and marketing strategies.

Customer Service: Proficient in ensuring exceptional customer experiences leading to customer retention and loyalty.

Client Relationship Management: Demonstrated success in managing client relationships and ensuring complete client satisfaction.

Crisis Management: Excel in diffusing crisis situations and managing operations effectively during challenging periods.

Operations Management: Highly skilled in overseeing day-to-day business operations and making decisions for operational activities.

Project Management: Strong experience in managing projects from the requirements gathering phase to completion.

Team Building & Training Management: Adept at training, mentoring, and leading high-performing teams.

GetsetResumes (Falcon Minds Consulting Pvt. Ltd.)	<ul style="list-style-type: none">• As a Senior Resume Consultant, championed client satisfaction by ensuring top-tier service, successfully maintaining a 95% conversion rate and receiving 5-star reviews on Google and other platforms.• Navigated global client relations, managing end-to-end orders from over 30 countries, including Europe, the Middle East, the USA, and Australia.• Demonstrated expertise in delivering tailored requirement analyses to a diverse clientele ranging from junior associates to VP/CXOs and niche professionals.
Tresor systems Pvt. Ltd	<ul style="list-style-type: none">• Forged a strong presence in the retail sector, overseeing high-profile outlets such as Saket select city walk and Connaught Place in Delhi, recognized for catering to an elite clientele.• Orchestrated the successful setup and operation of "Café Tresor" in a prime location in Delhi, a flagship hybrid outlet featuring a café, gaming center, and experience center.• Drove consistent store sales above 5cr per month at Saket select city walk, positioning it among India's top-performing stores.• Accelerated the acquisition of new B2B clients and customers for the service center, capitalizing on personalized services and strong customer relations.
Burger King India Pvt. Ltd.	<ul style="list-style-type: none">• Played a pivotal role in the launch team for the Dehradun location, establishing training processes and workflows while fostering the development of new team members.• Oversaw the hiring and training of over 1500+ team members for new store openings, spearheading management training for new shift managers, ARM & RM.• Showcased effectiveness in turnaround strategies, achieving an EBITA of 5%+ for non-performing stores.

WORK EXPERIENCE

SENIOR RESUME CONSULTANT | GetsetResumes (Falcon Minds Consulting Pvt. Ltd.) | April 2022 – March 2023

- Spearheading comprehensive client relationship management, focusing on delivering high-quality service and content, leading to enhanced customer satisfaction.
- Conducting detailed customer requirement analyses tailored to individuals of diverse professional backgrounds and hierarchies.
- Actively managing key accounts, addressing client issues promptly and effectively to ensure problem resolution.
- Expertly handling customer escalations, reinforcing commitment to fulfil customer needs resolving outstanding issues.
- Ensuring effective communication during customer escalations, empathizing with customer concerns to providing apt solutions.
- Serving as the primary point of contact for customers, including those with complaints, fostering a smooth and positive client experience.
- Guiding team members in the acceptance and execution of challenging writing assignments, thereby delivering client-centric solutions that cater to specific requirements.

OWNER / OPERATOR | Café Chatora Pahadi | October 2020 - April 2022

- Successfully renovated and reimagined the family business, boosting sales by 160% monthly.
- Prioritized customer engagement and satisfaction, enhancing business-public relations and footfall.
- Created and implemented local marketing plans and social media engagement strategies.
- Ensured the café adhered to high sanitation and hygiene standards, managing all aspects of store presentation.
- Handled customer complaints and feedback proactively, ensuring excellent standards were met consistently.

STORE MANAGER & SERVICE CENTRE MANAGER | Tresor systems Pvt. Ltd. | July 2018 - January 2020

- Initiated acquisition strategies for new B2B clients for the new service centre and developed personalized service offerings, including home and office visits, to foster strong client relationships.
- Key performance indicators focused on customer-centric outcomes such as customer conversion rate, net promoter score, customer satisfaction score and feedback numbers.
- Leveraged customer data insights to guide both store and service centre teams, boosting customer loyalty and service satisfaction.
- Orchestrated comprehensive staff training programs, covering customer service, product demonstrations, and sales techniques to enhance the “Apple Customer Experience.”
- Directed promotional events and affordability strategies, driving customer engagement and sales.
- Ensured efficient inventory management and visual merchandising, in alignment with Apple's guidelines and store sales needs.
- Administered a continuous customer satisfaction feedback mechanism, utilizing repair and customer data to maintain high satisfaction scores.

ASSISTANT RESTAURANT MANAGER | Burger King India Pvt. Ltd. | May 2016 – July 2018

- Led comprehensive training programs, emphasizing customer service, to enhance the team's proficiency and ensure a seamless transition within the company.
- Implemented promotional plans and advertising materials to drive customer engagement and revenue generation, with key performance indicators centred on customer satisfaction and feedback scores.
- Developed strategic action plans aligning with set sales targets, optimizing the budget effectively.
- Regularly monitored and managed guest feedback, ensuring prompt resolution of complaints to maintain high customer satisfaction levels.
- Upheld rigorous food quality and hygiene standards in line with company policy, contributing to the restaurant's readiness for audits.
- Leveraged performance evaluations to recommend necessary salary adjustments and incentives, fostering an engaged and motivated team.

Assistant Manager | McDonald's India, North & East (C.P.R.P.L) | April 2014 - May 2016

- Provided operational support, worked towards improving customer satisfaction and managed team.
- Performance leveraged training period to learn the ropes of restaurant management, customer service and sales.

EDUCATION

- ✓ B.Sc. in H.H.A, 2010-2013, Institute of Hotel Management, Bangalore
- ✓ Internship: The Lalit Ashok, Bangalore (During B.Sc. H.H.A)
- ✓ Intermediate, 2009-2010, ISC Board (St. Joseph's Covent School Kotdwara)
- ✓ High school, 2007-2008, ICSC Board (St. Joseph's Covent School Kotdwara)