



Atul Shishodia

Senior Key Account Manager

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Gurugram, India

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SKILLS

- Account Management
- C-Level Presentations
- Competitive Analysis
- Contract Negotiations
- Cross-Selling / Up-Selling
- Customer Retention
- Deal Negotiation and Closing
- Lead Management
- Market Research / Analysis
- RFP / RFI / Bid Preparation
- Prospecting / Cold Calling
- Post-Sales Support
- Strategic Alliances and Partnerships

WORK EXPERIENCE

Senior Key Account Manager

Daffodil Software

08/2022 - Present,

Gurugram, India

Achievements/Tasks

- Leading portfolio of **22+ Accounts** with revenue of \$ 5Mn (~INR 41 Cr) and serving as the **Key point of contact** between customers and internal teams.
- Create and execute a strategic plan that expands our presence in different industries - **BFSI, Healthcare, Supply Chain, Etc.**
- **Pitch and Sign** our relevant COE's (Centre of Excellence) Services to clients to meet their business goals.
- Prepare regular reports of progress and **forecasts** to the management team on key account metrics.
- Set objectives for our team, train and coach them, and **monitor** their performance.
- Resolve any issues and problems faced by customers in assigned accounts and **deal with escalations** to maintain trust by getting at least **4/5 CSAT**.
- Ensure that **target quotas** are met by holding daily check-ins with team to set objectives and monitor progress.
- Plan new initiatives for different offerings in the accounts based on their **size/ line of business for Services and Products (SAAS)**.
- Update customer activity in **CRM**/ other tools for maximum efficiency and visibility, with carefully executed follow-ups.
- Attend **workshops** regularly with Practice Head/ Tech leaders to understand new services & further propose them to our customers.

Senior Manager

KiwiTech LLC

01/2021 - 07/2022,

Noida, India

Achievements/Tasks

- Leveraged our deep experience of the **Startup Ecosystem** and entrepreneurial history to partner with innovative startups.
- Signed **8 new partners** in US, UK and Africa by assessing their clients needs and made recommendations with our partners.
- Cultivated solid **relationships** with major customers to ensure a continuous flow of revenue.
- Identified promising prospects through cold-calling, networking, and **customer referrals**.
- Ensured that all customer service activities run smoothly and meeting client **expectations**.
- Maintained accurate **records** to track all the activities of the accounts for timely evaluations.
- Analysed sales metrics to determine whether current **strategies** are effective and conducted in-depth research on competitors' products, pricing, and market success to gain insight into customer preferences and interests.

WORK EXPERIENCE

Senior Manager - International Business

TalentBridge

05/2019 - 12/2020,

Bengaluru, India

Achievements/Tasks

- Worked closely with the **Founders** to establish our presence in Global markets and expanded our portfolio of corporate clients by networking and marketing.
- Planned client visits and **presentations** to pitch our services offerings to the clients.
- Designed and **implemented** strategic business plan that expanded our customer base and ensured our expansion in new markets.
- Tracked progress toward **goals** and documented sales performance in CRM for tracking and regular follow-ups.
- **Achieved growth** and hit revenue targets by successfully managing the team.
- Built and promoted strong, long-lasting customer relationships from **scratch** by partnering with them & understanding their needs.
- Regularly presented revenue and expense reports with realistic **forecasts** to the management team (founders).
- Built marketing literature, **professional proposals/ documents** to promote our services.

Business Manager

Infosys (OnMobile Global)

08/2018 - 04/2019,

Bengaluru, India

Achievements/Tasks

- **Sales & Account Management** for our clients in APAC Region: Turkey, Sri Lanka, Malaysia, Indonesia. Etc. (Excluding: Bangladesh). Was responsible for **Leading RFX** (RFI, RFP, RFQ) responses and timely submissions. It involved coordination with Delivery, Operations, Legal, Product & COO/President/CXO/Country Heads.
- Owned business of **INR 66 Mn topline** across **different countries** and regularly **interacted** with CXO Level individuals.
- Launched our services in **Turkey & Indonesia** with end-to-end closure of all deals within the assigned territories.
- Increased account **profitability** by acquiring and managing other business opportunities by signing new services worth **INR 35 Mn** in Indonesia, Philippines, Vietnam & Malaysia within 8 Months. **Acted as Key Client SPOC** for discussions with Sales/Product/Technical/Legal teams and other support functions. **Managed** offshore teams in different countries at Client locations.
- **Signed** contracts & commercials for all new deals with legal & finance team. (Client side as well as internal). Tracked **Billing** (Daily Sales Outstanding - DSO's) & collection of outstanding amounts/invoices.

Associate Business Manager

Infosys (OnMobile Global)

04/2016 - 07/2018,

Mumbai, India

Achievements/Tasks

- Took care of the business/product **requirement** as a Key SPOC for Clients and ensured timely delivery of our services. Handled **Corporate clients** that were based out of their office and organised daily/weekly stand ups to highlight the quality of the service.
- Supported all team members across India and ensured **Target achievements**.
- Defined new strategies for business expansion, process innovation to **achieve** AOP targets.
- **Signed** business agreements with Client approval and regular follows with legal and ensured billing/ collections for different services on time.
- **Monitored competition** with market analysis on pricing, services, etc. and pitched new services to the customers.
- **Shortlisted** vendors to On-board for sourcing/ content support in our offerings.
- Single handedly catered **120 partners** for sourcing content of digital services.

WORK EXPERIENCE

Account Manager

Infosys

12/2015 - 03/2016,

Pune, India

Achievements/Tasks

- Built relationship with clients with daily face to face meetings based on trust and respect for **driving** business.
- Cleared pending payments of almost **INR 1 Cr** within 2 months with the support of our client and their finance team.
- Conducted regular **meetings** with Product/ Vertical heads to present weekly/ monthly progress and implementation plans.
- Presented reports and **forecasts** to the Clients.
- Took care of **monthly/ weekly invoicing** within the assigned account and achieved our Monthly/ Yearly targets.
- Supported our **Regional and National Sales Heads** to arrange Quarterly & Annual meetings with Clients.

Sales Operations Associate

Paytm

06/2013 - 12/2015,

Noida, India

Achievements/Tasks

- Hit and exceeded department KPIs by **20% for 5 months** in a row.
- **Co-ordinated** with cross functional teams (Product, Delivery, Content, Operations etc.) to ensure timely delivery of our services.
- Acted as a key **SPOC** between Sales, Account Managers and internal stakeholder.
- Effectively used different tools to analyze customer behavior, churn, leakage of revenue and re-implemented new ideas to maintain **customer trust**.
- Had responsibility to **maintain MIS reports** (Management information system) and for gathering, **analyzing**, and distilling data on consumers and competitors into intelligence reports.
- Supported Account Managers to **propose** different services to the clients.
- Maintained **revenue reports** based on our services and clients.

EDUCATION

Bachelor of Technology

Electronics and Communication Engineering - MDU University

Gurugram, Haryana

2008 - 2012,

12th (CBSE Board)

Kendriya Vidyalaya R.K.Puram Sector 2

New Delhi

2007 - 2008,

10th (CBSE Board)

Kendriya Vidyalaya R.K.Puram Sector 2

New Delhi

2006 - 2007,

FAMILY BACKGROUND

Father - Gunbir Singh Shishodia

"Ex - India Navy (Defence)"

Wife - Anmol Chauhan

"Lawyer"

Mother - Santosh Shishodia

"Housewife"