



SUBHOJIT DUTTA

Customer Success
Manager/ Client
Partner

Contact

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Websites, Portfolios, Profiles

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Skills

Creative solutions

Relationship Management

Client acquisition

Performance Tracking

My current professional experience of 9 years in Business Development, Key Accounts management, B2B sales and Revenue management roles which gives me a unique insight and knowledge . I have a proven track record in increasing revenue and overall sales of clients under my supervision in the previous job posting. My sound knowledge of how to optimize the revenue and managing accounts helps me in tackling tough situations and making innovative solutions to achieve my targets and objectives. The marketing, research and analytical skills are a great strength of mine which I keep learning and Improving.

Work History

2022-08 -
PRESENT

Associate Client Partner

INDUSNET TECHNOLOGIES LTD

- Managing 35 accounts in US & EU region, maintaining key relationship activities on a proactive basis to address their concerns & boost growth in their business by providing software developers & solutions required in their projects
- Identifying growth opportunities & outlining strategies to achieve mutual goals
- Collaborating with internal teams such as accounts, client acquisition team, marketing & tech team to ensure client's needs & issues are addressed
- Monitoring market trends, competitor activities and industry development that may impact clients.
- Identifying opportunities in different verticals in client's company seeking out new projects & revenue streams
- Increased profit margins by effectively controlling budget and overhead and optimizing product turns
- Resolved problems with high-profile customer to maintain relationships and increase return customer base
- Managed revenue models, process flows, operation support and customer engagement strategies
- Building, measuring and maintaining end to end client relationships using CSAT, NPS etc.

B2B Sales

SaaS Sales

IT Sales

Digital Marketing

Marketing Analytics

Business development

Languages

English

Bilingual or Proficient (C2)

Hindi

Bilingual or Proficient (C2)

Bengali

Bilingual or Proficient (C2)

2019-12 -
2022-08

- Ongoing project reviews, conducting quarterly governance meeting/workshops with delivery team.
- Mapping & forecasting of delivery and revenue milestones
- Used frameworks: SPIN selling, Digital Maturity model, Mc Kinsey Three Horizons Mode

SR. Marketing Manager

SAARANYA HOSPITALITY TECHNOLOGIES PVT. LTD
(DJUBO.COM)

- Increased digital marketing campaign ensuring more brand visibility for hoteliers
- Established proper utilization of product account development systems and software programs
- Ensured 50% revenue growth for all partners
- Leading team of Account Managers to ensure that all strategies are implemented with 2500 hoteliers and addressing new issues of any clients in regards to matters of these issues
- Ensuring new client acquisition especially large accounts on multiple markets as well as making strategies for team to retain clients.

Area Business Manager

OYO(ORAVEL STAYS LTD.)

2019-03 -
2019-11

- Ensuring that operational standards of OYO are maintained and religiously followed .
- Ensuring better customer satisfaction and that all major operational requirements are addressed and worked on which improves overall feedback and increasing customer satisfaction
- Leading a team of Hotel managers to oversee operation of hotels
- Ensuring that ARR and RevPAR (parameters) of revenue maximization are increased for my accounts
- Responsible for inducting new clients and ensuring that hotels are following quality criteria in my cluster

Associate Revenue Manager

2018-04 -
2019-02

AXISROOMS TRAVEL DISTRIBUTION SOLUTIONS

- Achieving sales from partners channel by on boarding multiple new partners on online platform
- Introducing new features in revenue management parameters resulting in increased conversions of searches to bookings
- Led OTA on boarding project with various online OTA and online platforms from where sales/booking of hotels
- Monitor online rates based on Competition, Budgeted ARR, Occupancy, seasons and manage inventory
- Dynamic Rates to get optimum Revenues for assigned accounts
- Managing 80 clients of high value and ensuring they are contracted with our company to attain revenue management services
- Leading team of analysts and sales executives through daily operational activities and various projects at same time.

MBA Summer Intern

2017-02 -
2017-05

Taj Bengal

- Worked under Sales & Marketing and Revenue Manager
- Implementing new Revenue Management System (SABRE-SYNXIS) and integrated its function in the system to implement a higher sales and revenue generation
- Conducting SWOT analysis with competitor in the market so as to work on pricing and improve product
- Created and optimized records management strategies to coordinate and protect information
- Nominated for BEST Summer intern in due consideration regarding work done in internship.

Business Development Executive

2013-06 -
2016-04

Cleartrip Pvt. Ltd

- Revenue increase and renegotiating Margin of

Contracted Hotels

- Benchmarking with Competition Sites
- Prospective new Hotel Contracting
- Generate Room Nights by implementing recontracting, promotions and competitive pricing
- Making sure hotels participate in all company run promotions and modules
- Achievements: Rockstar Of The Month for November 2013, December 2013, March 2014, April 2014 & May 2014.

Education

2016-06 - 2018-05	MBA <i>IBS HYDERABAD - Hyderabad - Hyderabad</i> GPA: 7.21
2010-06 - 2013-05	Bachelor of Science: Hotels and Hospitality Administration <i>IHM - Bangalore - Bangalore</i> GPA: 68%
2008-03 - 2010-04	12th Class <i>APS Jalandhar - Jalandhar - Jalandhar</i> GPA: 68%