

Profile Summary

An articulate and competent individual with a proven track record of 8+ years in Fintech, Digital lending, Financial services, Educational sales, business development, channel management and customer relationship management across Banking, Financial Services and Education Industries. Seeking a challenging role in a reputed organization where I can apply my extensive experience and expertise in sales and business operations to drive business growth, improve sales bottom line, and significantly contribute to increasing company revenue.

Skills

Key Account Management	Channel Development	Revenue Generation	Sales Management	Business Development
Relationship Management	Team Management	Customer Retention	Referral Generation	Sales and Marketing
Customer Satisfaction	Negotiation Skills	Account Management	Operations Management	Communication Skills

Professional Experience

Paytm **Pune, India**
Deputy Manager-Key Account Manager **Nov 2023-Present**

- Managed a portfolio of key accounts, driving revenue growth through up selling and cross-selling initiatives.
- Develop and execute strategic account plans to achieve targets and maintain strong relationships with key clients, serving as the primary point of contact for all business inquiries and concerns.
- Collaborate with cross-functional teams including sales, marketing, and product development to deliver customized solutions and address the client's need.
- Analyze market trends and competitor activities to identify growth opportunities
- Provided regular reports and updates to senior management on account performance, market trends, and strategic opportunities.
- Collaborated with internal stakeholders to develop and implement promotional campaigns and marketing strategies tailored to key accounts.

Pune Institution Of Business Management **Pune, India**
Business Development Manager **Apr 2022-Sept 2023**

- Research and identify new business opportunities including new markets, growth areas, trends, customers, partnerships, products and services
- Seek out the appropriate contact of the colleges across Maharashtra and meet with the head of colleges face to face.
- Seeing the bigger picture and setting aims and objectives in order to develop and improve the business work strategically - carrying out necessary planning in order to implement operational changes
- Train members of the team, arranging external training.
- Conducting seminars, conferences and events wherever required.

Upgrad Education Private Limited **Mumbai, India**
Admissions Counsellor **Aug 2021-Apr 2022**

- Counselling potential learners, helping them plan their career path and making them understand how upGrad can catalyze their career. Carrying weekly enrolment/ revenue and collection target and establishing the uniqueness and effectiveness of upGrad's model of Online learning.
- Owning the complete sales closing life cycle for leads assigned which includes making phone calls, product demonstration, sales closing and post sales relationship management.
- Maintaining a detailed database of all the interactions with the leads and provide constant feedback to the marketing team on lead quality.

- Working in Calling and Conduction model and have to generate the revenue as per target of every month by calling the free app-users and then conducting session through Home Demo or Video Conferencing.
- Excelled my skills in Customer Segmentation, Direct Sales, Negotiation, Post-sales and Cold-Calling.
- Improved communication with existing customers to retain and convert into new customers.
- Planning and supervising and coordinating sales activity within the team of 20 employees.

Kotak Securities Limited
Key Account Manager- Assistant Manager

Pune, India
Aug 2019-Oct 2020

- Responsible for new acquisition, building new relationships & keeping relationships with the existing clients.
- Responsible for identifying customer needs, assessing their risk appetite and providing them investment options through primarily selling Equity based investment product.
- Responsible for achieving targets as assigned by the organization on a monthly basis.
- Develop and maintain a long-term relationship with customers to maintain a high level of retention of the existing customer and also focus on generating new business.

Kotak Securities Limited
Summer Intern-Franchise

Pune, India
May 2019 – August 2019

- Responsible for New Client Acquisition of trading accounts through franchisees.
- Responsible for account opening through digital access and training the working of the application.
- Ensuring the Working on franchisee databases for activation / reactivation / retention of clients.
- Responsible for Meeting targets of Broking revenues through franchisees.

Previous Experience

Techmart Services Private Limited
Senior System Engineer

Pune, India
February 2017 – July 2018

Arsh Mangement Partners
IT Support Engineer

Pune, India
January 2015 – August 2016

Education Qualification

- **Ph.D - Marketing (Pursuing)** from AISSMS Institution Of Management,Pune.
- **MBA - Marketing** from Institution Of Management Education Research and Training,Pune with First Class and Distinction.
- **Bachelors Of Engineering - Information Technology** from PES College Of Engineering, Aurangabad with First Class.
- **HSC** from HAL Junior College,Ojhar with Higher Second Class.
- **SSC** from K V ONGC,Panvel with Higher Second Class.

Social and Extra Cirricular Activities

- Volunteer of Nelda Foundation, Pune .
- Committee Member and Volunteer – Corporate Relations Division.
- Student Volunteer in Cultural Event “KARMANTA 2019” held at IMERT, Pune.
- Attended Expert Lectures on Investment Products, Banking / Insurance and Digital Marketing.

Personal Information

Date of Birth: 24/05/1990

Marital Status: Married

Current Address: Oxford Paradise, D-212, Sus, Pune-411021

Languages Known: English, Hindi, Marathi.

Passport No: U1771313