

# SAKSHI KHANDELWAL

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## SUMMARY

Proven track record of enhancing team performance and maximizing customer satisfaction through strategic management and process improvements. Dynamic leader with strong abilities in customer experience, team management, and administrative oversight. Exceptional at assisting clients, customers, and individuals to resolve issues promptly. Works well under pressure.

## EXPERTISE

- Communication
- Complaint handling
- Multi-Tasking
- Time management
- Task Delegation
- Interpersonal Skills
- Microsoft Suite
- ERP/Salesforce
- Digital marketing campaigns

## WORK EXPERIENCE

05/2023 - 01/2024 **Assistant Manager-CSM, Andamen, Gurgaon, IN**

- Successfully led and inspired the team to achieve objectives.
- Planned and led team meetings to review business results and communicate new and ongoing priorities.
- Exhibited a proactive approach in accomplishing all given responsibilities.
- Developed and implemented strategies to ensure excellent customer satisfaction and loyalty.
- Maintained strong communication and collaboration with front line staff, support departments, internal stakeholders, and management to drive successful business outcomes.
- Acted as the point of escalation for all emergency situations.
- Sustained efficient workflow across multiple markets by ensuring availability of necessary resources.
- Ensured timely submission of daily and weekly reports.
- Managed and allocated social media queries through efficient use of CRM software.

01/2022 - 05/2023 **Customer Success Manager, Pinnacleworks Infotech Pvt.Ltd., Gurgaon, IN**

- Consistently ensured accurate information on customer product expiration dates.
- Provided leadership and direction to a cross-functional team of analysts including Product Analysts and Quality Analysts.
- Maintained accurate and detailed summary reports to continuously improve project and campaign results.
- Demonstrated expertise in Superbot and CRM software testing.
- Created test cases and test plans for multiple campaigns.
- Tracked live campaigns to detect and resolve any issues.

- Evaluated and categorized the campaign to meet client satisfaction requirements.
- Provided full-spectrum support to B2B clients by overseeing all stages of the Superbot product lifecycle, from showcasing its capabilities to providing recommendations and facilitating its development.
- Successfully delivered high-quality work within project timelines.
- Streamlined customer on-boarding process.
- Maintained good relationships with existing customers.
- Designed processes to drive results and identify improvements.
- Participated in regular, weekly project status meetings to discuss ongoing project risks with teammates.

01/2021 - 01/2022

***Online Brand Reputation Manager, Jimmy's Cocktails, Gurgaon, IN***

- Supervised and cultivated a high-performing team to improve overall customer experience.
- Demonstrated expertise in customer call management and team supervision.
- Effectively addressed and resolved customer concerns on social media platforms, protecting the brand image.
- Maintained brand rating through detailed analysis of customer feedback.
- Maintained a high average of quick turnaround time in resolving issues.
- Enhanced lead generation through improved sales conversions.
- Tracked orders through the entire process of availability to delivery.
- Provided end-to-end customer resolutions.
- Applied strategic communication strategies and interpersonal skills to develop and maintain high-value business relationships.

06/2019 - 01/2021

***Customer Relationship Executive, Porsche Centre Delhi NCR, Gurgaon, IN***

- Delivering exceptional customer service by engaging with customers and surpassing their expectations.
  - Kept records of customer interactions or transactions, thoroughly recording details of inquiries.
  - Identified and assessed customers' needs to achieve satisfaction.
  - Built sustainable relationships and trust with customer accounts by engaging in open and interactive communication.
  - Synchronized and managed customer database to streamline information flow for marketing activities and promotional schemes.
  - Conceptualized and implemented multiple marketing activities including Email Campaigns and Corporate Events.
  - Maintained accurate documentation of customer interactions, processed accounts efficiently, and organized files effectively.
  - Handled a significant volume of incoming calls while actively generating sales leads through a combination of inbound and outbound strategies.
  - Shared Calling snapshot, Enquiry dashboard, and New Delivery details with the respective team on a daily basis.
- Kept records of customer interactions or transactions, thoroughly recording details of inquiries.

11/2018 - 06/2019

***Sales Associate, Hostbooks Private Limited, Gurgaon, IN***

- Generated leads through various online and offline channels.
- Collaborated with Corporate Partners to Grow Outsourcing Business.

- Scheduled and coordinated software demo meetings.
- Managed various business operations activities.
- Guided the team towards achieving sales targets.
- Provided proper demonstrations to clients in the field for software.
- Generated new business opportunities by successfully converting leads through effective communication via email and telephone.
- Provided technical guidance to customers for the successful installation and utilization of computer systems and networks pre and post-sales.
- Adhered to company initiatives and achieved established goals.

04/2017 - 11/2018

***Executive Account Assistant, H. S. Mehta Infra Pvt Ltd, Ajmer, IN***

- Managed day-to-day operations of the organization's accounts department.
- Managed accounts payable and receivable via cash/cheque.
- Prepared tables of accounts and assigned entries to proper accounts, ensuring adherence to accounting methods, principles, and policies.
- Managed department/division cash allocation and ensured compliance of direct staff.
- Managed and updated financial accounts.
- Established and maintained files and records to document transactions.

***Summer Internship (Business Development Executive), Josh Technology Group, Gurgaon, IN***

- Increased sales of 'CALYXPOD' campus recruitment software by implementing targeted marketing strategies in post graduate colleges of Indore and Ujjain during the second quarter of 2016-2017.
- Successfully finished an intensive 45-day internship.
- Developed growth plans by identifying key clients, key targets and priority service lines.

## EDUCATION

01/2017

**MBA**  
***Prestige Institute of Management & Research***

01/2014

**B.Com**  
***Government girls college***

01/2011

**Higher Secondary**  
***Queen Mary's Girls School***

## WEBSITES, PORTFOLIOS, PROFILES

- <https://www.linkedin.com/in/sakshi-khandelwal-916462122>

## PERSONAL INFORMATION

- Father's Name: Mr. Kishan Gopal Khandelwal
- Mother's Name: Mrs. Meenakshi Khandelwal
- Date of Birth: 12/19/92
- Gender: Female

- Nationality: Indian
- Marital Status: Single

## **LANGUAGES**

- English
- Hindi
- French

## **HOBBIES AND INTERESTS**

- Watching Movies
- Listening to Music
- Travelling and Meeting with new people

## **DISCLAIMER**

I hereby declare that the above information is true to the best of my knowledge and belief.