



ARUNAVA MONDAL

📍 Durgapur, West Bengal 713212

☎ 91-7407419423

✉ arunavm72@gmail.com

SUMMARY

Well organized, creative, and proven marketing professional. Dynamic Key Account Manager with years of experience and a strong background playing a vital role in the development, management, growth and retention of key accounts for a wide range of organizations. Service-centric leader dedicated to fueling revenues, enhancing client experience and achieving top brand loyalty. Highly adept in performing within high-pressure and deadline-driven environments, driving full sales lifecycles with focus on territory expansion.

SKILLS

- E-Commerce Analytics
- Customer Interaction
- Pricing Strategies
- Solving Account Related Issues
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking
- Improved Campaign Visualisation

EXPERIENCE

E-COMMERCE ACCOUNT MANAGEMENT EXECUTIVE, 06/2022 - 04/2024

Vaco Binary Semantics, Gurgaon, India

- Manage and maintain e-commerce platforms (Amazon, Flipkart, Meesho, Shopsy, Jiomart, AJIO), including product listings, pricing and inventory management.
- Analyse data and generate reports to track e-commerce performance, identify trends and make data-driven recommendations for improvement.
- Enhanced customer satisfaction by streamlining communication channels and improving response times.
- Developed innovative solutions to complex problems, resulting in improved organizational performance.
- Reviewed employee concerns and new opportunities to drive business strategies.
- Increased revenue through effective negotiation of contracts with clients and suppliers.

SALES EXECUTIVE MANAGER

AXIOM LANDBASE PVT. LTD.

- Work with clients to implement strategic positioning in their market
- Devised and implemented Customer Relationship Planning using Market Analysis tool.

EDUCATION AND TRAINING	SAVITRIBAI PHULE PUNE UNIVERSITY, 01/2020		
	MASTER OF BUSINESS ADMINISTRATION IN MARKETING		
	Percentage: 63.2%		

	MAUKAT(WEST BENGAL UNIVERSITY OF TECHNOLOGY), 01/2018		
	BACHELOR OF COMPUTER APPLICATIONS		
	Percentage: 64.5%		

	WEST BENGAL COUNCIL OF HIGHER SECONDARY EDUCATION, 01/2015		
	INTERMEDIATE		
	Percentage: 57.8%		

	WEST BENGAL BOARD OF SECONDARY EDUCATION, 01/2013		
	SECONDARY SCHOOL		
	Percentage: 56.7%		

CERTIFICATIONS	<ul style="list-style-type: none">• Digital Marketing• Basic Excel• Management Development Program(MDP) from IIM, Indore• Six Sigma		

PERSONALITY TRAITS	<ul style="list-style-type: none">• Patient and persistent• Levelheaded and motivator• Strong problem solving & analytical skills• Effective in learning & implementing new ideologies• Leadership and Public Speaking• Quick learner		

INTERNSHIP	PANTALOONS IN, 05/2019, 07/2019		

LANGUAGES	English:	B2	Hindi: B2
	<div><div></div></div> Upper Intermediate		<div><div></div></div> Upper Intermediate