

# MANISH DUTT

Key Account Manager at Meesho

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## **SUMMARY:**

Results-driven Key Account Manager combining cross-functional competencies in sales forecasting and analysis, sell-in and sell-thru strategies, design and production. Expertise includes creating brand awareness, analyzing data and implementing projects to positively impact organizational goals. Proficient in identifying challenging areas and achieving corrective measures. Highly-motivated employee with desire to take on new challenges. Strong work ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills. Organized and motivated employee eager to apply time management and organizational skills in various environments.

## **SKILLS:**

.Photoshop	.Sales & Marketing	.Relationship building	.Multitasking
.Lead generation	.Coordinator	.Smart Works	.Up Sales
.Team Works	.Client Reacquisition	.Account management	.MS Excel

## **LANGUAGES:**Hindi First Language

. **HINDI:** Reading/Writing/Speaking

. **ENGLISH:** Reading/Writing

## **EDUCATION & TRAINING:**

**Bachelor of Commerce:** Accounting, University of Delhi. Aug/2016

**Diploma:** Computer Hardware & Networking, ITI Pusa Delhi. May/2013

**Diploma:** Computer Application, AICS, Delhi. May/2012

**12<sup>th</sup>:**Accounting, CBSE Board. May/2011

**10<sup>th</sup>:** CBSE, Board. May/2009

## **EXPERIENCE:**

### **KEY ACCOUNT MANAGER**

Meesho.com

03/Feb/2022- Currently Working

- Managed key enterprise account with responsibility for sales, contracts, negotiations and reporting.
- Identified new business opportunities and leads for key clients.
- Addressed client questions and resolved complaints related to products, services and accounts.
- Liaised between clients and management to provide client feedback and resolve inquiries.
- Cultivated client loyalty through consistent quality, productivity, exemplary service and proactive management.
- Utilized sales data and client feedback to improve organizational strategies.
- Maintained positive working relationships with suppliers and representatives.
- Negotiated contract terms with clients and established important deadlines.
- Increased product sales through targeted marketing campaigns.
- Maximized retailer sales of products through experience marketing, providing exceptional customer service.
- Delivered feedback from retailers to management to share suggestions, ideas and questions.
- Communicated with retailers to provide information on promotions and sales.
- Used excellent verbal skills to engage customers in conversation and effectively determine needs and requirements.
- Increased profitability and revenue by generating in sales.

**E-Commerce Executive**  
DIVINE RETAIL, New Delhi

Aug/2018 – Jan/2022

- Managing E-commerce Portal like Flipkart, Amazon and Paytm
- Catalogue Bulk Listing.
- Electronics & Men's Apparels
- Advertised & Promotion Products, Enhancing Product Titles, Bullet Points and Keywords Time to time
- Generate, Processing and Dispatch daily orders, Coordinate with Logistics
- Communicate with Customers resolves their Queries on daily basis to reduce return & Cancellations
- Maintaining Daily sales Report, Maintain Daily Stock Update regularly basis

**Branch Development Manager**  
AXIS BANK LTD. New Delhi

Nov/2016 – July/2018

- Developed sales plans, goals, strategies and objectives to achieve team goals and revenue objectives.
- Tracked monthly sales to generate reports for business development planning.
- Performed sales consultations and educated clients on products and services.
- Maintained professional network of potential clients and business opportunities.
- Achieved company growth and brand development through market expansion and sales.
- Analyzed business and sales targets using critical problem-solving skills.
- Established new accounts and serviced existing accounts maintaining professional relationships.
- Developed and implemented new sales strategies to update product lines.
- Boosted revenue and facilitated sales activity while developing consistent employee measurements for exceeding goals.
- Delivered sales presentations focused on offerings and unique advantages over competitors.
- Executed and created strategic sales plans to expand customer base and extend global reach.

**Sales Associate**

Sep/2013 – Nov/2016

Home credit India Ltd.

- . Financial support to Customer for Purchasing Products
- . Process customer's Loan Applications through System.
- . Answered incoming telephone calls to provide store, products and services information.
- . Worked with fellow sales team members to achieve group targets.
- . Developed trusting relationships with customers by making personal connections.
- . Answered product questions with up-to-date knowledge of sales and promotions.
- . Assessed customer needs to provide assistance and information on product features.
- . Sold various products by explaining unique features and educating customers on proper application.

**INTERESTS:**

- . Love to play and watching Cricket, IPL Leagues are my Favorite.
- . Sometimes watching Science Frictions Movies and autobiography
- . Reading some great Novels Like: "The Secret, the Alchemist, and Rich Dad Poor Dad is my One of the favorite Novels

