**Vivek Shrivastava**

Contact: +91-9584414713

+91-8319391197

Email: vivek.shrivastava72@gmail.com vivekshrivastava74@yahoo.com

# Career Objective:

To work in challenging environment, with people oriented organization where I can maximize my professional experience and utilize my skills in achieving Organizational goals.

# Experience:

1. Currently working as Customer Success Manager in “Musafir India Trip”(Jan 2016 – Present)
2. 06 Month of Experience, Working with “Specialized Destination Services” as a Customer relationship executive.

# Roles and Responsibilities:

## Musafir India Trip, New Delhi-

**1. Customer Service:**

* Train Direct Reports
* Conduct all client-side training
* Ensure SLA are met on each project
* Ensure Customer queries and escalations are timely and satisfactorily addressed and resolved
* Regularly conduct customer satisfaction surveys
* Regularly conduct review calls with customers

**2. Project Management:**

* Ensure highest standards of delivery and accuracy across all projects are met by minutely analyzing all operational aspects.
* Communicate effectively with all Internal and external clients and teams to ensure all SOPs are met on all projects.
* Project planning and execution which will include manpower and resource planning considering the estimated project Revenues
* Review and control project costs
* Keep abreast with all the market trends, technologies and changes at the customers end share insights with the management to help improve the organizational goals and objective.
* Continuously improve the process to meet the quality and delivery parameters, Increase efficiency.
* Monitor progress on each project.
* Maintain close coordination amongst inter departments
* Contribute in decision making based on client requirement and perception for organizational growth and development

## Specialized Destination services pvt ltd:

1. Improving the Overall Customer relationship, delivering reliable administrative support and customer service
2. Maintaining a strong working knowledge of client portfolios.
3. Prepare and deliver effective selling presentations that implement approved Customer Business Plans and employ effective game theory and negotiating strategies.
4. File notes after any client meetings, summarizing any additional actions required, including follow-up calls.
5. Finding out what information, products or services the customer requires to meet his/her needs, providing clear, accurate and relevant information
6. Utilizing the segmentation model and market intelligence, establish the Account/Customer's requirements, strategy and plans, together with building an understanding of competitor sales strategy/plans in SDS Pvt Ltd target segment.
7. Contributing to the development of new products and services, based on customer feedback.
8. Establish productive professional relationships with key personnel in assigned customer accounts.
9. Coordination with the teams, including support, service and management resources, in order to meet the client's expectations.
10. Proactively assesses, clarifies, and validates customer needs on an ongoing basis.
11. Leads solution development efforts that best address customer needs while coordinating the involvement of all necessary company personnel.

# Educational Qualifications:

1. PGDM in Service Management and Marketing from Indian Institute of Tourism and Travel management, Gwalior, MP.
2. B. Tech in Computer Science and Engineering from Gwalior engineering college, MP.

# Internship and Training:

1. Internship in Travel World Experiences, Saket, New Delhi.
2. Internship in HCL Technology.

# Certifications:

1. Certification in Scrum and Agile methodology by Udemy.
2. Training certification from “National Institute Atal Bihari Vajpayee Mountaineering Institute and Allied Sports”.
3. Certification in ethnical hacking by appin technology.

# Skills:

1. Excellent organizational, communication, and technical skills with a strong customer service orientation.
2. Creative thinker with exceptional business, strategic, analytical, management and relationship management skills
3. Team work and operational excellence
4. Excellent Presentation and public speaking skills.
5. Self-managed and a self-starter with a positive attitude

# Personal Details:

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| --- | --- |
| Father’s Name | Mr. Vishnu Narayan Shrivastava |
| Date Of Birth | 10 Oct 1990 |
| Languages Known | English, Hindi |
| Address | 249 Amritpuri front of iscon temple Kailas colony, new Delhi |

# Declaration-

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

Date: Vivek Shrivastava