

Smriti Tiwari

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PROFESSIONAL SUMMARY

Energetic and performance-driven professional with 5+years of experience leading teams, improving performance, identifying opportunities, and successfully defusing the toughest clients. Excellent written/verbal communication and interpersonal skills and the ability to respectfully interface with executives from various departments and divisions.

Experience

METROPOLIS LOGISTICS PRIVATE LIMITED

SENIOR SALES MANAGER June'23 - Present

- I have been managing the Partial-Truckload (PTL)& FTL division in the company.
- Managed customer feedback and support requests through multiple vectors including email, user forums, ticketing system and various social networking outlets.
- Managing & aligning customer data, enrichment & cold calling.
- Acted as an escalation point for customer satisfaction issues that were of a highly sensitive and timely nature.
- Analysing complaints, developing new Customer Care strategies and procedures, creating customer retention campaigns

DELHIVERY LIMITED

MANAGER- FREIGHT SALES June'22 - May'23

- I have managed the Partial-Truckload (PTL) division in my company.
- Secured high-value accounts with a sales opportunity of 5Crores through consultative selling.
- Handled 10+ Domestic aggregators, exceeding target 1400Tons by Volume monthly, by being their 1st point of contact and resolving quires at earliest.
- Worked with other department heads and managers to increase overall productivity across the organization with the overall goal of increasing customer satisfaction.
- Implemented several initiatives to increase overall customer satisfaction (increase of 20%) as well as reduce customer issue resolution time from 7 business days to less than 2 business days.
- Worked directly with the Director of Operations on updating policies and procedures for client services.
- Fulfilled and exceeded customer satisfaction goals in a consistent manner.

FEDEX EXPRESS TSCS INDIA PVT LTD

DELHI TERRITORY SALES MANAGER Aug'20 – June'22

- Handled 56+ international clients with a revenue of 1.5 million USD, along with incremental revenue of 40,000 USD every quarter.
- Secured high-value accounts through consultative selling, effective customer solutions and promoting compelling business opportunities.
- Addressed problems with accounting, billing and service delivery to maintain and enhance

client satisfaction.

- Reinvented team interaction with prospective clients by developing innovative and creative sales pitch implemented into sales team strategy.

REIFENHAUSER INDIA MARKETING PVT LTD | MUMBAI

BUSINESS DEVELOPMENT EXECUTIVE July'19– June'20

- Brought new clients like Reliance, BASF, BOROUGE through strategic growth plan. · Identified investment opportunities, threats and challenges to accurately forecast company budget. · Developed short-term and long-term sales objectives and strategic plans to meet market needs. · Strategized and implemented successful approaches to revitalize underperforming product lines and create profit-generating enterprises.

SUPREME INDUSTRIES LIMITED | NOIDA

MARKETING EXECUTIVE June'18 - June'19

- To pitch civil and insulation products to various structural/HVAC architects and consultants, so that they can put supreme make in their upcoming projects.
- Major sectors in which I have managed to introduce Supreme products are Gangaram Hospital, Liberty, NMRC, Marriott Hotel and many more.

Education

Bachelor Of Technology, Plastic Engineering | June 2018 | CIPET, Lucknow

Class 12 – 61.4% | 2013 | CBSE | Lucknow Public School, Lucknow

Class 10 – 76% | 2011 | CBSE | Lucknow Public School, Lucknow

Skills & Abilities

- Customer Relationship Management
- Marketing & Sales
- Conflict Resolution
- Performance Improvement Strategies
- Team Leading
- Good Communication
- Negotiation abilities