

BINDU SHREE M

SR CLIENT ADVISOR

PROFILE

Sell Real and Lasting Value in an Increasingly Digital and Fast-Paced

AREAS OF EXPERTISE

An expert in Client management and Partnership, Affiliate Marketing, Mystery audit and Digital Marketing

CONTACT



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Bangalore

EDUCATION

LOWRY MEMORIAL COLLEGE - 2014

Bangalore University

Bachelors of Business Management

SKILLS

Professional



Teamwork



Flexibility



Creativity



Stakeholder

management



EXPERIENCE

BRIDGE HEALTH GROUP - Jan 2023 - Present

Sr Client advisor - Research potential clients on LinkedIn, Walkthrough of the product, creating pitch decks and proposals as per client requirement

ONSURITY TECHNOLOGIES PRIVATE LIMITED - FEB 2021 - August 2022

ASSOCIATE MANAGER FOR KEY ACCOUNTS

ALORE - OCT 2020 – JAN 2021

OUTREACH SPECIALIST

B2B Lead generation

Scraping data to reach the right target audience

Run multiple campaigns - Email sequenced

Respond to the lead generated and schedule the appointment with sales team

DUNZO - May 2017 - July2020

BRAND PARTNER ACCOUNT MANAGER OCT 2018 – JULY 2020

Running Free and paid marketing campaigns

Sharing reports to clients on quarterly basis

PROCESS TRAINER MAY 2017- SEP 2018

Trained members for operations and inside sales

Adapting new training method

Conducting Process related test

Process updates sent on the floor

Creating process for chat process

Creating SOPs

Testing Chat process

Creating FAQs

24/7 MAY 2016 – MAR 2017

Sr Customer support Executive

Servicing clients for package reservation and stand alone flights

Handled GTS tools like Amadeus for cancellation or modification of the reservation

ABOUT MY ROLE AS - Associate Manager - Key accounts

- Developing trust relationships with a portfolio of major clients to retain them.
- Acquire a thorough understanding of key customer needs and requirements
- Expand the relationships with existing customers by continuously proposing solutions that meet their objectives
- Resolve any issues and problems faced by customers and deal with complaints to maintain trust
- Upselling and cross-selling with the assigned clients.
- Prepare regular reports of progress and forecasts to internal and external stakeholders using key account metrics
- Ensure periodic reporting of execution progress and additional valuable insights with clients.
- Align client's requirements and expectations with Ops capabilities, define internal KPIs and constantly follow MIS & closely monitor the progress towards targets

REFERENCES

MUDDAPPA
Manager -Key accounts
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