

Achievement – driven Professional



Preferred Location
Delhi-NCR

Mobile +91 9538935050

Key Account Management | Client Relationship Management | Escalation Management

"A self-motivated, highly passionate, result-oriented energetic & articulate professional with great respect for people, process and innovation"



PROFILE SUMMARY

- ❖ Dedicated and enthusiastic professional with more than 14 years of rich experience in Key Account Management across multiple organizations in the service industry, leading teams in building a relationship with clients driving the attainment of business goals
- ❖ Rich exposure in account mapping, reviewing the performances and developing a business strategy to ensure achievement of mutual goals with business partners
- ❖ Expert in collaborating with team members to ensure the proper delivery of the services resulting in clients' satisfaction
- ❖ Successfully managed Key Customer Accounts with monthly billing exceeding 2.50 Cr.
- ❖ Possess strong analytical skills helping in simplification of the escalation to resolve them within the stipulated time along with the team
- ❖ Insightful knowledge of the product and the market, resulting in enhancing market performance
- ❖ Extensive experience in aligning client satisfaction with business strategy, addressed complex problems in innovative and creative ways making it way simpler to resolve
- ❖ Excels in liaising & negotiating with customers for securing profitable deals



WORK EXPERIENCE

Apr 2022-Present | Quess Corp IFM, Delhi | Key Account Manager

Key Result Areas:

- ❖ Handling the back end operation of key clients of Quess Corp IFM.
- ❖ Handling the customer invoicing of 120+ sites with monthly invoicing of 2.50 Cr+.
- ❖ Validation of Vendor Invoices, follow-up with the client for the on time payment.
- ❖ Invoices / Outstanding reconciliation
- ❖ Providing the back end support to facility managers and operation team in servicing the customer.
- ❖ Managing the customer escalation and ensuring customer issues are resolved in timely manner.
- ❖ Ensuring salaries are paid on time to the staff deployed at customer sites.
- ❖ Handling the customer audits with respect to SLA and compliances
- ❖ Preparing Weekly, Monthly, Quarterly MIS/ Presentations for customer and management reviews; maintaining records of Prospective Customers/ Sales inquiries
- ❖ Soliciting feedback from the customer and gathering information to incorporate into future business plans with better customer relationship management for organic business growth
- ❖ Creating RFP and assisting with hassle-free account set up for new customer
- ❖ Team management, Vendor management, Escalation email management, Maintaining Vendor Master Data

Apr 2014-Apr 2022 | Service Master Clean Ltd. (An SIS Group Enterprise), Delhi | Assistant Manager (Customer Relationship Management)

Key Result Areas:

- ❖ Coordinating with clients by acting as a SPOC for key customer accounts across Pan India
- ❖ Managing the escalations and resolving them within defined TAT
- ❖ Retaining and nurturing the relationship with clients by presenting invoices to assigned key customer accounts timely with 100% accuracy
- ❖ Ensuring smooth workflow and coordination amongst the staff to deliver the best services to the key clients and disbursing salary

- timely to the staff working for assigned customers
- ❖ Maintaining knowledge on all business processes, client requirements, negotiating with the clients, resolving issues, and perform corrections where require
- ❖ Administering and managing Customer SLA to ensure minimum/ zero penalty
- ❖ Coordinating with operation team for timely service delivery
- ❖ Soliciting feedback from the customer and gathering information to incorporate into future business plans with better customer relationship management for organic business growth
- ❖ Guiding for hassle-free induction of new customer accounts (Pre and Post Raising)
- ❖ Preparing Weekly, Monthly, Quarterly MIS/ Presentations for customer and management reviews; maintaining records of Prospective Customers/ Sales inquiries
- ❖ Leading, guiding, and coaching the team to manage client accounts and achieve business targets

Mar 2007-Nov 2011 | Media Pro Enterprise India Pvt. Ltd., Guwahati | Sr. Executive (Customer Service)

Highlights:

- ❖ Successfully managed the North East Region with monthly billing exceeding 50 Lacs
- ❖ Maximized business by channel management, channel distribution, subscription revenue, promotion of all channels, PR activities and maintained customer relations
- ❖ Collected revenue timely from cable operators
- ❖ Managed Activation / De-Activation of channel for customers
- ❖ Ensured smooth functioning, processed data, documents, and accounts generation
- ❖ Maintained records for all channels and shared daily reports with Head Office on a timely basis
- ❖ Monitored Office Administration and Customer Care Support for Zee Turner & Star Den channels distribution

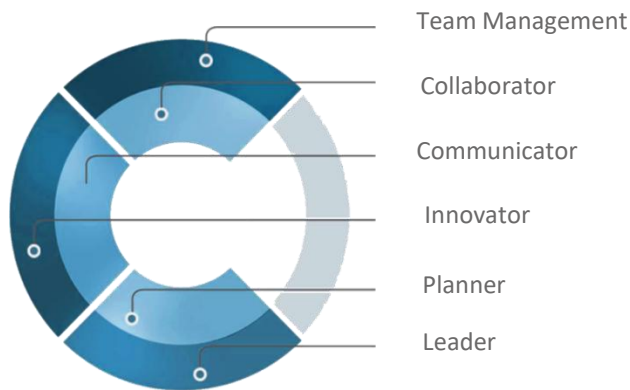


KNOWLEDGE PURVIEW

- Key Account Management
- Brand / Product Promotions
- Revenue Expansion & Management
- Vendor Management
- Escalation Management
- Client Servicing



SOFT SKILLS



EDUCATION



BA from Radha Madhav College, Silchar, Assam University, in 2005



CERTIFICATIONS



Relational Database Management System, NIIT Silchar in 2005



IT SKILLS

- ❖ MS Office – Word, Excel & PowerPoint
- ❖ Windows
- ❖ Internet Applications



PERSONAL DETAILS

Date of Birth: 3rd November 1983
 Language Known: English and Hindi
 Address: Supertech Capetown, Noida, Uttar Pradesh