



# Sangeetha BN

Key Account Manager

## Contact

### Phone

6361654692

### Email

sangeethabn71@gmail.com

### Address

10 ground floor friends layout  
segehalli Bangalore 560049

## Education

2019

### Master's in Business Administration

Gitam University

2017

### Bachelor's Degree

Bangalore University - SIR.M. Visveswaraya First Grade College

2014

### Pre-University Education Board

Bangalore University - Government P.U College In Kadugodi

## Expertise

• MS Word, power point, advance Excel

• Active Presenter

• Zoho Analytics

• Ispring

• Saola Content

• Mailchimp

• Salesforce & Vsmart 

## Language

English

Kannada

Hindi

Telugu

Tamil

## Experience

2022- 2023 (DOJ 21-12-2022 / currently working)

Velocis systems pvt ltd

### Key Account Manager

- Expand the relationship with existing customers by continuously proposing solution that meet their objectives.
- Ensure the correct products and services are delivered to customers in a timely manner. Serve as the link of communication between key customer and internal teams.
- Resolve any issues and problems faced by customers and deal with complaints to maintain trust.
- Taken ownership of both Sales cum sales coordinator

2021 - 2022 (DOJ 15-04-2021 / DOE - 20-12-2022)

Bharti Airtel Limited I (1.7 Year experience)

### Key Account Manager

- Expand the relationship with existing customers by continuously proposing solution that meet their objectives. Liaise directly with the client, including when required with the senior management.
- Leading team with CRM platform of salesforce and also execution of operational activity to resolve the challenges/ fulfill customer needs.
- Connecting with client to maximizing the organization revenues by offerings specific solutions/services to the client.

2018 - 2020 (DOJ 12-02-2018 / DOE - 31-03-2020)

Bsharp Sales Enables Pvt Ltd (2.1 Year experience)

### Customer success Cum Business Analyst

- Monitoring customers and creating the relevant metrics associated with each account
- Clearly communicate the progress of monthly/quarterly initiative to internal & external stakeholder
- Handle Customer Complaints, provide appropriate solution & alternative within the time limits.
- Stich the content using the software tools and deliver the content and track the progress.
- Publish the campaign and announce winner using the tool - MailChimp