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| --- | --- |
| Student Name | Arkanil Chaki |
| Industry  (multiple industries can be added with a comma) | * Hospitality * HR Tech SaaS Startup * Marketplace Startup |
| Overall Experience  (XX Years YY Months) | 8 Years 10 Months |
| Profile Summary for web brochure (50-60 words) | Inquisitive, and impact focused professional with 8+ years’ experience in sales, account management and customer success operations across luxury hospitality brand (such as Taj & Marriott) & Tech startups. Driven revenue growth, built lasting client relationships, and led cross-functional initiatives that enhanced customer experience and business outcomes. |
| Functional Areas | * Customer Success * Sales Strategy * Account Management * Go-to-Market Strategy |
| Email ID | e25arkanilc@iimidr.ac.in |
| Linked In URL | https://www.linkedin.com/in/arkanil-chaki-0344a532/ |

**Education**

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| --- | --- | --- |
| College(s) | From Yr. – To Yr. | Degree(s) |
| Indian Institute of Management Indore | 2025 – 2026 | Master of Business Administration |
| IHM-Aurangabad, University of Huddersfield | |  | | --- | |  |  |  | | --- | | 2011 – 2015 | | B.A. (Hons) in Hotel Management |

**Accomplishment**

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| --- |
| Worked on Process Improvement and reduced dispute resolution time by more than 50% |
| Maintained a 4.5 Trustpilot score for over 12 months through proactive customer support and SOPs |
| Grew international group sales 6x (from ₹5L to ₹30L) within 2 years at Marriott |
| Achieved 96.7% Event Satisfaction Score vs. 85% target, the highest in the region |

**Certification**

| Title | Description | Year |
| --- | --- | --- |
| Product Management Foundation | Foundation of Product Management | 2025 |
| Agentic AI Foundations Certificate | Built autonomous multi-agent frameworks for AI decision-making | 2025 |

**Experience**

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| --- | --- | --- | --- | --- | --- |
| Company | Designation | From | To | Overall Duration | Description |
| Kolabtree, Cactus Communications | Assistant Revenue Manager - Customer Success | Jan-22 | Mar-25 | 3 yr 2 months | Spearheaded shift from marketplace to service model, improving CX workflows  Responsible for maintaining and improving customer success operations and customer satisfaction  Responsible for dispute resolution and improving revenue |
| Winzard Solutions Pvt Ltd, Hyderabad | Key Account Manager | Oct-20 | Jan-22 | 1 yr 4 months | Built customer onboarding and retention frameworks from the ground up  Supported GTM planning and collateral development pre-product launch  Drove new B2B client acquisition through lead prospecting and outreach |
| Bengaluru Marriott Whitefield | Sales Executive ‚Reactive | Aug-18 | Oct-20 | 2 yr 3 months | Handled sales operations for international group bookings and MICE segments  Coordinated with internal teams to ensure smooth execution and client satisfaction |
| Vivanta by Taj, Bangalore | Sales & Marketing Coordinator ‚Catering | Jul-17 | Aug-18 | 1 yr 2 months | Supported catering sales operations  Managed end-to-end planning for corporate events and large-scale conferences |
| The Ascott Limited, Chennai | Management Trainee - Sales & Marketing | Jul-15 | Aug-16 | 1 yr 2 months | Assisted in client servicing, campaign planning, and offline lead generation for luxury long-stay property |