

# Sonali Kumari

## Client Engagement Manager

Detail-oriented operations manager with 1+ years of professional experience. Proven ability to develop positive client relations, achieving optimal results while driving business operations and profitability. Looking forward to grow professionally by gaining new skills and experiences that will help me advance in my career.



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Bangalore, India

## WORK EXPERIENCE

### Client Engagement Manager Urban Vault

01/2022 - Present

Bangalore

#### Achievements

- Proficient in handling 23 clients jointly such as- Ethos, HevoData, Glynk, Rocketium, Mudrex, Upraised, Rephrase and many others.
- Responsible for resolving any issue that a client experiences.
- Designed and implemented placards/signposts in clients spaces- 125.
- Conceptualized planning, delegation and execution to keep the premises well-preserved.
- Create a positive experience for clients' needs, and suggest new products and services that suit their interests.
- Communicated and drafted maximum number of mails- To maintain rapport with the existing customers.
- Well versed in Vendor management by handling negotiations on a daily basis.
- Contribute to engagement ideas on the company's social media pages.
- Market penetration- Adding and attracting prospective customer base by targeting competitors.
- Introduced and launched UV logo branding in all the buildings' elevators to further promote the brand.

## EDUCATION

### MBA

#### Presidency University

08/2019 - 07/2021

Bangalore

#### Courses

- MBA in Marketing and Operations specializations

## SKILLS

Business to Business

Client Management

Planning and Implementation

Collaborative

Delivering Positive Customer Engagement

Vendor Management

Tableau/MS Excel

Budget Control

Escalation Handling

## PERSONAL PROJECTS

### TCSION- Email Etiquette (11/2022)

- Sessions conducted on Email writing within the organisation

### Project done @MeritHut (12/2020 - 12/2020)

- To understand the real-time problems faced by shop owners during the Covid-19 pandemic.
- Creating link and connecting people to boost economy.
- Determining problem-solving skills and decision-making process.

### TCSION- Digital Learning Hub (05/2020)

### Google- Digital Marketing certification (08/2020)

## ACHIEVEMENTS

Served customers in a positive way, received several feedback mails from clients and a good number of google reviews till date. (01/2022 - Present)

### Revenue Generation(ROI) (01/2022 - Present)

Profit generated- Around 2.5lacs by proposing new products and services to the clients

### Rewarded as Most Google Mentions Award (12/2022)

New client acquisitions during the tenure -15  
(01/2022 - Present)

## LANGUAGES

English

Full Professional Proficiency

Hindi

Native or Bilingual Proficiency

## INTERESTS

Email writing

Learning languages

Sports

Good Presentation Skills

Creative writing