

## EDUCATION

**Handique Girls' College (Gauhati University)**      2011 to 2014  
Bachelors of Science  
Chemistry (Hon)

## SKILLS

Adwords  
Freshdesk  
Pipe Drive  
MS Office  
Exotel- Cloud Telephony

## EMPLOYMENT

### ECOS MOBILITY AND HOSPITALITY PVT. LTD.

#### Sr. Executive - Account Management

Delhi  
July 2019 to Current

- Operate as Point of Contact for assigned customers.
- Generate sales among client accounts, including up-selling and cross-selling.
- Identify opportunities to grow business with existing clients. Forecast and track client account metrics.
- Develop and maintain long term relationship with account. Communicate client needs and demand to the employer company.

### AHATAXIS.COM – AN INITIATIVE OF EBIXCASH

#### Lead - Operations and Support

Noida  
Apr. 2017 to June 2019

#### Sales and business development

- On-boarded 75+ new vendors with a combined fleet size of more than 250
- More than 60% retention in vendor accounts through optimized order distribution
- Responsible for meeting margin and revenue targets for a team of 4 telesales agents
- Launch and performance management of multiple new programs and initiatives aimed to increase engagement for vendors

#### Analytics

- CRM trends to identify gaps in product functionality and customer experience
- Quality and Output analysis through MIS and other drilled down reports

#### Operations

- End-to-end handling of orders (Dispatch, Delivery, and Feedback) coming through business partners like MakeMyTrip
- Handling L2 customer and vendor escalations, social media escalations and escalations from priority customers/business partners
- Designed and executed response modules and SOP for real-time on-journey support to customers
- Responsible for refunds and penalties over an average flow of 200+ daily orders
- Responsible for a roster of 8 support agents across 3 daily shifts. Attrition and shrinkage management.

## AWARDS

AHA Taxis "Rising Star" award for being the top sales performer in Q3, 2017

Awarded as "Performer of the month" twice for achieving targets against order distribution