

# AVNI JAIN

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## EXPERIENCE



### Key Account Manager

#### HDFC Bank

02/2022 - 08/2024 Mumbai, India

- Forged relationships with new corporations, promoting diverse CPS products
- Enhanced Business of Existing Portfolio Corporate Relationship
- Tracked & monitored the Segment wise performance of the business
- Collaborated with BBG/EEG and healthcare finance to increase new sign-ups
- Created leads for cross-sell products of the bank
- Regularly conducted visits to ensure compliance with KYC and sales processes



### Sales & Operation Manager

#### Beyondskool

07/2021 - 12/2021 Mumbai, India

- Formulated and executed new sales initiatives for upcoming period
- Evaluated regular customer feedback to propose enhancements, boosting satisfaction rates
- Implemented new loyalty program resulting in a specialist market customer base growth
- Oversaw end-to-end sales journey, starting from demo confirmation to closure call
- Managed distribution of internal and digital leads to the sales team



### Business Development Executive

#### Extramarks Education

12/2020 - 06/2021 Mumbai, India

- Responsible for B2C interactions
- Performed analysis on leads generated and nurtured them
- Conducted inbound and outbound calls on generated leads
- Effectively dealt with the post enrolment issues and maintain drop-out rate to its least
- Ensure smooth facilitation of payments, services provided and the feedback
- Efficient management of Pre-Sales, Sales and Post-Sales Operations



### Intern

#### Shapoorji Pallonji and Dilip Thakkar Group

02/2020 - 05/2020 Mumbai, India

- Customer Relationship Management
- Bank and Agreement Reconciliation
- CRM Software (i.e. Doing sap entries) & actively involved in the process of disbursement of loan
- Engaged in documentation of customer's data
- Closing- Shadowing sales manager

## SUMMARY

Experienced Key Account Manager with a strong background in sales and operations, skilled in customer relationship management and revenue growth. Proven achievements at HDFC Bank, Beyondskool, and Extramarks Education in building corporate partnerships, expanding business portfolios, and leading sales initiatives. Expertise includes performance tracking, sales process management, and KYC compliance. Focused on driving business growth and customer satisfaction through effective sales strategies and communication

## EDUCATION



### PGPM

#### ICFAI Business School

01/2019 - 01/2021 Mumbai, India

- Marketing And Operation



### BBA

#### Narayana Business School

01/2015 - 01/2018 Ahmedabad, India

- Business Administration

## KEY ACHIEVEMENTS



### Corporate Portfolio Growth

Increased corporate portfolio at HDFC.



### Customer Satisfaction Increase

Boosted customer satisfaction at Beyondskool.



### KYC Compliance Success

Achieved compliance in KYC processes.

## SKILLS

Sales Tactics

Ethical Judgement

Interpersonal Communication

Customer Relationship Management

## LANGUAGES

English

Hindi