**Summary:**

Result-driven client service manager expertly ensuring mutually beneficial client interactions through strategic management and proactive implementation .Streamline business operations through product training ,in-depth and clear understanding of client’s expectation and immediate needs and timely delivery of services and products .Committed to successfully implementing core customer care standards with the goal of maximizing client retention and interaction.

**Core expertise & Skills.**

***Research analysis Effective Business communication***

***Requirement gathering &Analysis Sales and negotiation***

***Liaison between organization and client. Lead generation.***

***Account Mining Project Sales***

|  |  |
| --- | --- |
| **Sales and Client Acquisition** | Trained on **David Sandler’s Training** module. (Sales and Negotiation Training). |
| **Microsoft Packages** | MS Office - MS Outlook, MS Word, MS Excel, |

**Academic Qualification:**

* Bachelors in Business Administration. (Indian School Of Business Management & Administration)
* Intermediate from Board of Intermediate Education, M.P Board
* H.S.C. from Board of Secondary Education, I.C.S.E Board.

**Work Experience:-**

**CodeForce-360 (Client Services Manager) August 2017 to Present.**

* Responsible for New Client Acquisition, Key Account Management, and Servicing.
* Maintained clarity of the sales plans to follow basis team and organizational targets and goals.
* Map and create a database of target customers, basic understanding of product (service) market fit.
* Identify and meet potential clients and decision makers within client organizations and subsequently growing, maintaining, and leveraging one's network.
* Understood customer needs and requirements and effectively handle customer objections by having an innate understanding of the company’s product offerings.
* Raised follow-ups with the business accounts until the closure of sales cycle and taking ownership of the sales being closed.
* Established and maintained robust relationships with clients, and having know-how of every business opportunity in a client organization.
* Mastered the art of upselling, cross-selling and referral generation in the course of business.
* Met monthly, quarterly and yearly sales targets in accordance with a strategic sales plan, developed by the Sales Head.
* Developed networking in the industry and keeping track of current trends, market position, and business environment.

**Pensive-IT consulting \_ (Service Delivery Officer /Account Manager) May 2016 to July 2017**

* Managed the recruitment process and life-cycle, including initial assessments, interviews, and offers.
* Map and create a database of target customers, basic understanding of product (service) market fit.
* Identify and meet potential clients and decision makers within client organizations and subsequently growing, maintaining, and leveraging one's network.
* Counsel the candidate on corporate benefits, salary, and corporate environment.
* Attended client calls whenever MSP arranged for a spotlight call
* Provided recruitment counsel and guidance to hiring managers and HR professionals with hiring and employment data. May develop specialized or competitive intelligence and research in regards to talent development or retention.
* Negotiated rates and submitted qualified resumes.
* Scheduled interviews and sent paperwork at the time of offer.
* Used social media, job boards, Internet sourcing, and other technical means to source candidates for open jobs.
* Managed and guide development of corporate employment resource
* Participated in employment events, such as career fairs
* Used sophisticated applicant tracking systems and other recruiting software and CRM system to track applicants through the selection phase through to on-boarding.
* Developed relationships with third party recruitment agencies and staffing firms and manage the procurement and measurement process.

**Talent Logic, Inc. (HYD, India) (Staffing Manager) November 2013. To March 2016**

* Worked across the US in different time zones. (PST,MST, CST, EST)
* Worked on Full-time positions, Contract and Contract to hire.
* Responsible for filling assigned jobs within 24 hours.
* Attended client calls whenever MSP arranged for a spotlight call.
* Updated account managers on the requirement on daily bases if any challenges were faced with any given requirement.
* Filled full-time positions and the explained candidate on relocation.

**STRENGTHS:**

* Dedication to work and strive for goals in life.
* Good team leader skills, ability to withstand pressure.
* Flexible to work in different environments.
* Finely tuned analytical and research skills.
* Good oral, written communication and presentation skills.
* Well organized and proficient with details.

**LANGUAGES KNOWN**: English, Hindi.

**Date:**

**Place: Hyderabad Ankur Yadav**