

## SHAHBAZ SHAIKH

Email id: mohdshahbaz465@gmail.com

Mobile No:9511660592

DOB :10 Jan 1994

Marital Status: Unmarried

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- Pro-active and dynamic Professional with more than 2 years of Experience.
  - Managed more than 185 active accounts in SAAS industry.
  - Collaborated with marketing and analytics to determine root causes of customer complaints.
  - Achieved 40% lower customer complaints across the business.
  - Open to relocate.

## WORK EXPERIENCE

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### **Gymshim - Pune, Maharashtra July 2018 To Jan 2019**

#### **Key Account Manager:**

- Serving as the link of communication between key customers and internal teams.
- Boosted customer satisfaction by providing teams with training and skills to optimize service delivery in alignment with individual needs.
- Consistently achieved top ranking in revenue and profit growth.
- Addressed problems in proactive and knowledgeable manner to maintain and enhance client satisfaction.
- Successfully convinced clients to purchase instead of leasing to minimize losses to competitors and extend individual client investments.
- Provided extensive support in sales, technical and business areas to key accounts.

### **Krios Info.Solutions Pvt Ltd- Pimpri, Pune March 2018 to May 2019**

#### **IT Executive:**

- Monitored social media and online sources for industry trends.
  - Management skills needed to oversee IT initiatives collaborations with various technical staff.
  - Commitment to supporting new technology implementation.
  - Patience and ability to train users in both new and existing IT system.
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## EDUCATION

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### **Master of Computer Application**

Indira College of Engineering and Management Pune - 2018

### **Bachelor of Science (IT) - 2014**

St. Rocks College Mumbai

HSC (Science) - 2011 RR Inter College, UP

## SKILLS

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- Build strong Relationship
- Strong Work Ethic
- Time Management
- Handling Pressure
- Leadership

## ACHIEVEMENTS

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- District Level Cricketer
- Event Organiser in Indira College