

# Akanksha Swain

## Key Account Manager

Goal-oriented professional with 1 year of experience in Key Account Manager play a critical role in maintaining strong relationships with key clients. Responsibilities include understanding client needs, aligning solutions, and ensuring client satisfaction, achieving the target service level.



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📞 9348647672

📅 20 January, 2001

## WORK EXPERIENCE

### Key Account Manager

TCI Express Pvt. Ltd.

09/2023 - Present

Bengaluru/Bangalore, India

#### Achievements/Tasks

- Demonstrated track record in managing key accounts effectively. Successfully maintained and strengthened relationships with important clients.
- Proficient in sales strategies and providing solutions based on customer needs. Strong communication and interpersonal skills for building relationships at all organizational levels.
- Excellent organizational skills to handle multiple accounts efficiently. Ability to manage complex tasks related to key accounts.
- Skilled in problem-solving and negotiation to address client concerns and streamline processes.

### Finance Intern

YAM logistics Pvt Ltd.

08/2022 - 09/2022

Delhi, India

#### Achievements/Tasks

- Developed the skill of cold calling and employee negotiation.
- Learnt day to day accounting and taxation (TDS & GST) in the organisation.

## EDUCATION

### MASTERS DEGREE

Srusti Academy of Management  
(Autonomous)

11/2021 - 06/2023

Bhubaneswar, Odisha

#### Courses

- MBA

### GRADUATION

Pattamundai degree college

08/2018 - 06/2021

Kendrapara, Odisha

#### Courses

- B.Com

## SKILLS

Proficient with MS office

MIS Report preparation

National key account

Team work

Problem Solving

Customer Satisfactions

Client Management

Time Management

Adaptable

Follow up

CRM

Cold Calling

ERP

## CERTIFICATES

Banking and Financial Market: A Risk Management  
Perspective

Swayam Online course certification

Digital Marketing

Skillup by Simplilearn Online course certification

## LANGUAGES

English



Hindi



Odia



## INTERESTS

Crafting

Dancing

Singing

Like to interact with new people

Listening music