**Sumeet Kaur**

9818325374

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| Objective | | |
|  | | Seeking assignment in a growth oriented Organization, and I hope you will give me this opportunity. |
| Work experience Totally 5 years | | |
|  | 1. **Zaggle prepaid ocean services**: (From September 2018) presently working as a Sr. Manager- CRM, Account management & Client servicing.   Zaggle is a Digital payment solution & Group dining company. It serves as one stop shop for corporate for employee benefits & expense management.  **Core Purpose:** ¬ To lead and nurture the client services team to provide the very highest levels of client servicing. ¬ To personally lead one or two Key Client Relationships. ¬ To build strong client relationships at the highest level. ¬ To help identify and convert new business opportunities  Specifically: ¬ To lead and manage the client servicing team: regular fortnightly reporting, resource planning (to assign appropriate team members to projects, to resolve issues), appraisals and personal development of the client servicing team (setting and reviewing targets, contributing to remuneration conversations), recruitment of new team members ¬ To lead the process to write and execute client development plans for Key Client Relationships (to deliver ROI targets to a client) ¬ Developing and managing relationships with potential clients, influencers and key stakeholders ¬ To seek and develop client development opportunities. ¬ Evaluating new opportunities to ensure resources focus on the best opportunities across all MENA and Indian markets.  ¬ Participating in new business contract negotiations, along with Managing proposals submissions, FRD, SOW and submitting the wireframe for final approval before the project initiation.  ¬ Assist in effective and efficient cross-functional interaction within the company to deliver client success.  Brands Managed: ¬ Nestle ¬ Tata ¬ Honda ¬ Britannica ¬ CelluGen Biotech ¬ Investors Clinic ¬ INV Homes ¬ Label Ritu Kumar ¬ AVIVA ¬ Hyatt ¬ Vatika Group ¬ Dr. Oetkers   1. **Worked with Sapieosoft in sales & marketing. (April 2016 to September 2018)**   Understanding customers' diverse, specific business needs and applying knowledge to meet those needs. Ensuring quality of service by developing a thorough and detailed knowledge of technical specifications and other features of employers' systems and processes and then documenting them.  Generate new business leads, Managing the business from the existing accounts, Identifying and developing new business through networking. Preparing and delivering customer presentations and demonstrations. Developing effective sales plans using sales methodology. Meeting sales targets. Monitoring and analyzing market trends, studying competitors' products and services exploring ways of improving existing products and services, and increasing profitability. Identifying target markets and developing strategies to communicate with them. Travelling to trade shows, conferences and sales meetings.  Going for face to face meeting with tech team to understand the requirement of client.    Sending the proposal to the client on the bases of their requirement.  Follow ups with the clients.  Business generation through various sales channels.  \* Leads generation through direct/Indirect marketing  \* Client servicing over emails & calls, account management  \*Generating leads through social networking like LinkedIn, mail campaigns, social media marketing.  My Client list include both end users & agency partner.  Worked with GroupM, Zeno group, Akkadao, Quasar, ( for client like, , Cellular operators association of India, Tata Nexon, Honda, Telenor, Kinetic, Nestle, Milkmaid, Aviva, Bira91etc. For end user’s client like Cellugen, INV Homes, Britannica Encyclopedia, Investors clinic, Asian paints, Ebros India etc.     1. **Earlier worked for with ImpactQA (From November 2013 to March 2016)**     Building relationships with existing clients to increase their current spend.  Drive peak performance and sales success across the organization  Complete the target assigned to me & my team.  Generating the online business by promoting the product of the company.  **New Business Development**  Prospect for potential new clients and turn this into increased business.  Cold call as appropriate within your market or geographic area to ensure a robust pipeline of opportunities. \* Meet potential clients by growing, maintaining, and leveraging your network.  Identify potential clients, and the decision makers within the client organization.  Research and build relationships with new clients.  Set up meetings between client decision makers and company’s practice leaders/Principals.  Plan approaches and pitches. \* Work with team to develop proposals that speaks to the client’s needs, concerns, and objectives.  Participate in pricing the solution/service.  Handle objections by clarifying, emphasizing agreements, and working through differences to a positive conclusion. \* Use a variety of styles to persuade or negotiate appropriately.  Present an image that mirrors that of the client.  **Client Retention**  Present new products and services and enhance existing relationships.  Work with technical staff and other internal colleagues to meet customer needs.  Arrange and participate in internal and external client debriefs.  Business Development Planning  **Management and Research**  Submit weekly progress reports and ensure data is accurate.  Ensure that data is accurately entered and managed within the company’s CRM or other sales management system.  Forecast sales targets and ensure they are met by the team.  Track and record activity on accounts and help to close deals to meet these targets.  Work with marketing staff to ensure that prerequisites (like prequalification or getting on a vendor list) are fulfilled within a timely manner.  Ensure all team members represent the company in the best light.  Present business development training and mentoring to business developers and other internal staff. | |
| Education | | |
|  | | * Schooling from St Joseph’s school with 1st division. * BBA( Bachelor of Business Admin) from GNIM&IT (IN 2010) * MBA from GNIM&IT (IN 2012) |
| Extracurricular activities | | |
|  | | * Internet surfing, reading. |
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| Personal Data | | * Marital status : Married * Gender : Female * Citizen : Indian * Languages : English, Hindi and Punjabi * Other skills : Fluent in computer usage. * Father’s name : Mr. Gulzar Singh |
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