MOHD SALMAN ARIF KHAN

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OBJECTIVE

Dynamic and results-oriented professional with a strong foundation in analytics, marketing, and client engagement. Skilled in data interpretation, reporting, and effective communication, with hands-on experience in tools like Power BI, Python, and Excel. Adept at understanding business needs, building client relationships, and delivering insights that support strategic decision-making. Eager to contribute to a growth-oriented organization by applying analytical thinking, problem-solving, and a proactive approach.

PROFESSIONAL EXPERIENCE

Saksham Wealth Solutions / *Client Success Manager* / Present   Feb 2025 – Present

- Conducted outreach and organized **Investor Awareness Programs (IAPs)**, educating communities on financial planning and investment
- Collaborated with marketing team to design and implement strategies enhancing **client engagement and retention**

Tech Mahindra / *Associate Customer Support* / Flipkart Client   Jul 2022 – Dec 2022

- Assisted customers with their respective orders and complaints, ensuring **high customer satisfaction**
- Provided comprehensive customer support for e-commerce platform operations

Byju's / *Business Development Associate*   Feb 2022 – Apr 2022

- Completed intensive **2-month training** on sales tactics and objection handling to build customer trust
- Conducted **25 sessions** with parents and students, successfully achieving target sales goals

T.N Medical Store / *Sales Executive*   May 2021 – Feb 2022

- Managed pharma product sales and supply chain across **Basti** region
- Led team of **10 staff members** and utilized Marg Software for billing operations
- Gained detailed knowledge of wholesale and retail business operations and challenges

INTERNSHIPS & ACHIEVEMENTS

Allied Analytics / *Data Analysis Intern* / Remote   May 2024 – Jul 2024

- Gained hands-on experience in **data analysis** and applied analytical skills to real-world business problems
- Analyzed customer behavior patterns and contributed to data interpretation for **enhanced customer engagement**

JSV Motors / *Business Analysis Intern* / Lucknow   Feb 2024 – Mar 2024

- Analyzed competition, product pricing, and digital marketing initiatives in luxury automobile sector
- Gained experience in automotive financing, sales planning, and used car business operations

Key Achievements:

- First prize in **"Argumentative Jaipurians"** intercampus debate competition.
- First prize in **"Tug of Words"** competition.
- Addressed **Literacy Drive** educating vendors on digital payments.

EDUCATION

Jaipuria Institute of Management
PGDM in Marketing and Analytics
2023-2025 / 60%

Lovely Professional University
Bachelor of Pharmacy (B. Pharma)
2016-2022 / 60.77%

Sarla International Academy, Basti
Class XII (C.B.S.E.) / 2015 / 60.20%

Kendriya Vidyalaya, Basti
Class X (C.B.S.E.) / 2013 / 83.60%

TECHNICAL SKILLS

Technical Skills: Power BI, Excel, Python, SQL

Soft Skills: Analytical Thinking, Problem Solving

Data Analysis: Machine Learning, Data Analysis & Reporting

Communication: Presentation Skills, Client Relations

Business Tools: Marg Software, Statistical Modeling

Languages: English, Hindi, and Urdu