**Vikas Yadav**

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## Summary

Dynamic professional with 8+ years of experience in Customer Service, Key Account Management, Process Management, Client Service and Business Development with various organizations. I work with dedication and work hard to accomplish my goals with can do attitude. I wish to settle down in life, with a comfortable living and for the same I wish to leave no stone unturned in keeping alive, the spirit of accomplishing my dreams.

## Professional Experience

### Cogent e Services Pvt. Ltd

Assistant Manager

*Duration -* 1.3 Years (July 2018 – Sept 2019)

* + Managing end to end operations for Zomato chat support
	+ Devising strategies for periodic delivery
	+ Responsible for delivering and driving the SLAs - (CSAT, TAT and Efficiency)
	+ Optimizing and implementing process changes in order to improve efficiency & quality
	+ Responsible for hiring, coaching and mentoring Team leads, Quality Analysts and Trainers to help them meet their pre-defined KPIs and KRAs
	+ Identifying gaps in existing process and implementing structured solutions. Also, responsible for day to day work management of activities on the operational front
	+ Conducted regular meetings / one-on-ones with the team to mentor them and helped them to pave a path for prospective roles within and outside the team as per their skill set
	+ Capacity planning to ensure good coverage 24/7
	+ Working with the Recruitment team in hiring process
	+ Groom a strong, empowered team, which drives business with self-initiative
	+ Analyzing data and sending out weekly reports for checking the team's performance
	+ Monitoring daily operations & coordinating with clients for smooth operations
	+ Continuously improving customer support processes and  manage customer retention through churn control and effective rate control

#### COFFEE DAY BEVERAGES

Assistant Manager

*Duration - 4*.7 Years (April 2013 – Oct 2017)

* + Manage the full sales cycle from targeted outbound to deal closure and ongoing account management
	+ Up sell and renewal (new and existing accounts)
	+ Implementing sales & marketing techniques in coordination with the team
	+ Build and maintain executive relationships within the designated   customer accounts
	+ Monitoring the market response and conveying the feedback to Top Management
	+ Solution Consultant approach for resolving existing client’s problem areas and cost optimization
	+ Manage and motivate team to consistently deliver high performance
	+ Responsible for recruiting, inducting, training & developing a team
	+ Monitoring daily operations & coordinating with clients for smooth operations
	+ Accountable for profitability, performance through P&L management
	+ Preparing SLA with coordination with respecting teams and adhering to them
	+ Plan & co-ordinate activities and programs to retain and develop sustaining sales revenue
	+ Exploring the working territory for the potential sources of leads and target customers
	+ Implementing innovative ideas for tapping the potential market and customer
	+ Provide customer oriented service at all times relating to specific sales and customer expectation issues
	+ Completing whole enrolment activity and follow up for client payment
	+ Existing client retention and opportunity creation
	+ Effective client management by resolving customer queries maintain & develop customer relationship
	+ Shaping and implementing business development plans and strategies across Regions handled
	+ To demonstrate knowledge and competency in relevant domains in order to manage different stakeholders unto a common goal and direction
	+ Participate in and contribute to the development of strategies and approaches to maintain, protect, improve and grow account sales & portfolio
	+ Keeping account strategy in line with country level business plans, ensuring profitable revenue growth
	+ Develop and manage after sales strategy for each of the designated account customers

#### TATA MOTORS LTD

*Sr. Sales Executive*

 *Duration -* 2 Years (June 2009 – June 2011)

* + Executing sales promotion plans & new concepts to generate sales for achievement of targets; coordinating the promotional activities for potential customers & brand building
	+ Maintaining Relationship with existing Customer Base for the future business prospects
	+ Identifying new clients and new sales concepts
	+ Identify strategic partner prospects, negotiate and manage relationships
	+ Business Identification, Planning, mapping and analysis
	+ Build relationship with clients and improve point of contact within organization

***Airtel Landline & Broadband***

*Customer Service Executive*

*Duration - 11 months*

*Year - 2008*

* Taking customer queries and providing effective and efficient solution
* Delivering KPI's within stipulated time

## Accomplishments

* + Actively represented “Coffee Day Beverages’’ at various key accounts
	+ Have set up the entire business portfolio of Coffeeday at RELIANCE CORPORATE PARK which is the largest site of Coffee day across the nation
	+ Have successfully handled key accounts like Zomato, TCS, HCL, Microsoft, Oracle, Reliance Industries Ltd, I gate, Cap Gemini, CTS, DB, Citibank, Hinduja, Infosys, Wipro, Siemens, Nokia, BNP Paribas, Standard Chartered etc.

## Other Distinction

* + Won 1st prize intercollegiate cricket tournament.
	+ Won 2nd prize in market research presentation in New Delhi Institute of Mgmt
	+ Participated in various events in Delhi University for improving the interpersonal skills
	+ Worked as a freelancer event coordinator for companies
	+ Did Anchoring for new product launch for different brands like Samsung, Nokia, Sony, etc
	+ Organized annual event at New Delhi Institute of management by getting sponsors and was solely responsible for scheduling and coordinating the entire event

## Education

* + 2007: Senior Secondary : Air Force Bal Bharti School, New Delhi
	+ 2010: B.Com : Delhi University
	+ 2013: PGDM (Marketing and Media Planning & Communication): New Delhi Institute of Management, New Delhi

## Internship

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| --- | --- |
| **Company:** | **LINTAS MEDIA GROUP** |
| **Duration :** | **3 Months** |
| **Project Title:** | **Management Trainee** |
| **Description:** | * + Interacted with different organizations and collected their information about their services for customer interactions. Also planned the customized services for various client base.
	+ Analyzing the business opportunities through various data base.
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**Personal Details**

Date of Birth: 25th Sept 1989

Languages Known: English and Hindi