**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. |

**Personal Details**

Date of Birth: 25th Sept 1989

Languages Known: English and Hindi