**Pushpanjali Singh**

**Mob. No**. +91 9711850731  
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# **SUMMARY**

Skilled and experienced client service well versed in solving customer and client problems handling product training and acting as liaison between customers and industries.

Desire to learn and seek an opportunity to utilize my skill and knowledge for achieving my personal as well as organizational goals by synergetic efforts.

# **WORK EXPERIENCE DETAILS**

|  |  |  |
| --- | --- | --- |
| ***Period*** | ***Company*** | ***Area Handled*** |
| Oct.18 to 22 March 2020 | Ten XT Solutions Pvt Limited  (Venue Look.com) | Client Relationship-Event Specialist |
| Mar.18 to Oct.18 | Radiate Digital Pvt Ltd  (Process-Indiamart.com) | Sr.Executive |
| Mar.17 to Mar.18 | Maple Fly International | Client Relationship Manager |
| Jan. 16 to Feb.17 | INNEFU LABS | Inside Sales Executive |

# **PROFESSIONAL WORK EXPERIENCE**

# **Ten XT Solutions Pvt. Ltd. (Venuelook.com)**.

* Imparting training sessions to the venues and team to close the deals.
* Taking care of client’s escalations and queries and providing resolution.
* Responsible for day to day functional supervision of team including work assignment, time management.
* Listing of new venues in the assigned region and renewals of existing clients.
* .Client Servicing, retention & making policies towards 100% client satisfaction.
* Provide good service to the clients according to their budget & location.
* cultivating their competencies and motivating them to push themselves beyond their limits.

# **Radiate Digital Private Limited (Process Indiamart)**

* Demonstrating and presenting products.
* Establishing new business.
* Maintaining accurate records.
* Reviewing sales performance.
* Aiming to achieve monthly or annual targets.
* Acquisition of new client from the assigned territory.
* Client Servicing, retention & making policies towards 100% client satisfaction.
* Making strategies to engage the client with India mart like mobile app, daily login on India mart, Buy Lead consumption etc.
* Taking Care of on boarding clients on Indiamart onine Portal.

# **Maplefly International**

* Build positive and productive relationships with clients for business growth.
* Understand client needs and customize existing business programs to
* meet their needs .
* Provide client support and handle client communications effectively.
* Manage and close client businesses to achieve profitability.
* Maintain existing clients and generate new clients to achieve revenue goals.
* Address client concerns promptly and professionally.
* Inform clients about company services and promotions.
* Discuss business contracts and cost with clients.
* Ensure that client requests are handled timely and accurately.
* Develop new strategies to improve client satisfaction.
* Maintain up-to-date knowledge about company products and services.

# **INNEFU LABS**

* Responsible for coordinating with the existing Client of the company.
* Taking orders of the AuthShield (MFID) product from the Client.
* Updating Client about the change in product price and new product launch.
* Solving the problem and queries of existing Client and customers.
* Searching for new Client.
* Giving all the details of the company to the upcoming dealers and explaining them policies for the dealership.
* Making daily call reports and sending them to the seniors.
* Attending meetings and monthly closing at office.

# **CORE COMPETENCIES**

* Leadership: An experienced team leader
* Influencing, leading, and delegating abilities
* Decision making and problem solving skills.
* Planning and organizing – Organizational abilities
* Result oriented: Ability to achieve the target within given timelines.
* Good Communication skills.
* Good time management
* Adaptability – Efficient under pressure, always meet deadlines.
* My professional experience has provided me the ability to become multi-tasking.
* Knowledge of Office Applications like Word, Excel, PowerPoint and outlook.
* Hands on experience on CRM Software.

# **EDUCATIONAL QUALIFICATION**

|  |  |  |
| --- | --- | --- |
| **Examination passed** | **Year of passing** | **Board/ University** |
| M Com | 2011 | MJPR University |
| B Com | 2008 | MJPR University |
| 10+2 | 2005 | CBSE Board |
| 10th | 2002 | CBSE Board |

# **PERSONAL INFORMATION**

Date of Birth : 12 July 1987

Father’s Name : Late Inder Singh Ravi

Marital Status : Unmarried

# **DECLARATION**

I hereby declare that all the above information given is correct and to my knowledge.

**Date: (Pushpanjali Singh**)