

ADITYA GUPTA

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PROFESSIONAL SNAPSHOT

WORK EXPERIENCE

INDIAMART INTERMESH LTD.

Assistant Manager- Client Servicing

Sep 2018 to Present

Key Deliverables

- Ensure High Class Service delivery to identified key clients.
- To penetrate all targeted key accounts and originate business opportunities for the company's products and services.
- Identify decision makers within targeted leads and initiate the sales process.
- To manage time and work flow and create effective client meeting plans.
- To ensure key client retention, per key client revenue optimization & renewals.
- To ensure systematic follow-up with the client organizations.
- To be an interface between the customer and internal support teams to ensure that the customer receives the best possible service from the company.
- Closely monitoring of work in progress, customer complaints and accounts receivables and ensure that all payments are collected as per the company's payment terms.

National Handloom Devp. Corp. Ltd.

Operations Executive

April 2017 to July 2018

Key Deliverables

Government Project: - "Fabric aggregation under India Handloom Brand"

- Implementation of Policy led down by Ministry of textiles at grass root level
- Coordinating with different Stakeholders at Government and Private level
- Promoting Indian Handloom Brand by taking part in Exhibitions and Corporate events
- Responsible for planning and execution of pre, post-event activities and generating reports for the event and field visits
- Creating plan and strategy for generating and managing the demand from domestic and international markets
- To implement process for the documentation, payments, transactions, bills and invoices of clients
- Ensuring clients specification, look into the execution, negotiating orders, timely delivery of orders
- Relationship management to ensure new orders and repetition in orders with existing and newly added partners
- Maintaining constant vigilance in current process and coordinating with regional and branch office team
- Identifying the bottlenecks in existing process, taking necessary actions and ensuring the quality output

NIIT TECHNOLOGIES**Senior Executive****Jan-May 2015****Key Deliverables**

- Handling pension and retirement portfolio of clients of ING Voya Financial
- Verifying documents with quality team & processing financial statements of clients
- Ensuring acceptability of customer complaints and timely closure of the same

IBM (CONCENTRIX)**Executive****Jul 2013-May 2014****Key Deliverables**

- Handling health care portfolios of clients of Cigna-US Health care company
- Verifying the documents with listed Vendors of Cigna
- Processing health claims and making payments to the clients

ACADEMIC QUALIFICATION

Year	Degree	Institute	Board / University	Specialization	Marks
2015-17	MBA	SBPPSE	Ambedkar University Delhi	Marketing	6.79 CGPA
2010-13	BBA	Maharaja Surajmal Institute	GGSIPO	General	75.1%
2009-10	AISSCE	Mother Teresa Public School	CBSE	Commerce	75.4%
2007-08	AISSE	Mother Teresa Public School	CBSE	-	77.8%

ACADEMIC PROJECTS

▪ 'To study Composition of Transaction Cost involved in Micro Credit Program', Final Project	2017
▪ 'Mystery Shopping Project- <i>Easy Day</i> ', Service Marketing Project	2016
▪ 'Marketing Strategies and Customer Satisfaction of Hyundai Limited', Marketing Project	2015

EXTRA-CURRICULAR ACTIVITIES***Positions of Responsibility***

▪ Joint Secretary, Business Conclave, SBPPSE, AUD	2016
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Awards and Merits

▪ 2 nd Position, Bharat Ka Share Bazar, SEBI	2016
▪ 1 st Position, Football, AUDBAA Cup, SBPPSE, AUD	2015
▪ 1 st Position, Blind Fold Maze, SBPPSE, AUD	2015

COMPUTER PROFICIENCY

- MS Office Suite, SPSS

Place: Delhi**Signature: Aditya Gupta**