**Resume**

**Venu Kishore** Email**:** [venukishore.g@gmail.com](mailto:venukishore.g@gmail.com)

**Experience: 9.11 Yrs.** Contact: +91 9100034173

# Career Objective:

Holding 9.11 years’ experience in the Client Management and Accounts handling techniques with the capability of maintaining a team. Handling E-Commerce and Marketplace industry challenging managerial position in the organization I can grow personally, professionally and financially using my skills as well as updating them.

# Account Manager for the Capillary Technologies India Pvt Ltd Duration: From 6th July 2011 to 29th May 2020

# Ecommerce

* Assisting the manager in organizing, planning for implementing strategy and coordinating retails.
* Coordinating daily with retailers on operations activities and Promotions tracking the progress of weekly, monthly, quarterly and annually. Creating reports to analyze and interpret retail data, example revenues, expenses and competition.
* Maintaining monthly maintains fees for respective retailers and guiding those new products.
* Relationship and Retention of India’s largest ecommerce Software as a Service (SaaS) product called MartJack to Indian retail customers.
* Maintaining good relationship with all departments’ to resolve the issue as earliest.
* Identifying the accounts and providing regular updates on receivables amount to the management.
* Understanding new features and functionalities in the platform level and using them to enhance the customer satisfaction.

**Marketplace**

* Registration with marketplaces based upon retailer category ex Flipkart, Amazon, Snapdeal, Paytm etc.
* Uploading the seller’s product data into the marketplace with a predefined format.
* Participating in marketplaces paid and unpaid promotions to increase the sales and visibility of the product.
* Advertising on Face book ads to increase product clicks and convert those in to sales.

Processing the orders and maintaining the inventory in regularly basis and Generate reports of the vendor’s payables and receivables and plan the execution strategy accordingly.

* Coordinating with logistics partners to pick up the orders and deliver it on the committed time.

**Achievements**

1. Based on my performance am elected from executive level to Account manager.
2. Managed an annual budget period of 3 years.
3. Increasing the loyalty or satisfaction of existing customers.
4. Received appreciations email from CEO and vice president 2.4 lacks amount collected after 2 years client name Taruni clothing( Markjack )
5. Identified a problem and solved it.
6. Received most of time appreciations email my reposting manager based on my performance ( Capillary )

DOB 19-12-1983

# Executive level in Nucleus Marketing Solutions Pvt Ltd. Duration: From 2nd August 2010 to 4th July2011.

**Job Responsibility:**

* + Handling the Customers over the Telephone else through walk-in.
  + Informing about the package details like the price both nationally and internationally.
  + Analyzing the customer needs and helping them accordingly while choosing the package.
  + Finally convincing them to opt the preferred package.

Solving the quires pertaining to Product. Booking nationally and internationally flight Tickets.

**Achievements**

1. Visiting customer location and closed 42 domestic and one international package closed for one year.

# Professional Strengths:

* Building Key Strategic Relationships.
* Customer focused Retention Strategies.
* Unique Problem Solving Ability.
* Goal & Profit Oriented.
* Generates Revenue from Cross Selling & Up Selling.
* Time Management.
* Interpersonal skills.

# Educational Background:

* + Bcom from Dr. Br. Ambedkar University.
  + Intermediate through Industrial Training Institute as a Stenographer.
  + SSC (Board of secondary education) from Wesley High School.

# Personal details:

* Languages known : English, Hindi & Telugu.