**Garima Sharma**

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**Career Objective**

To be a part of challenging team which strives for the better growth of the organization and provides me with the opportunity where in I can utilize my skills and talent towards the benefit of the organization.

**Work Experience**

**Company Name : Knight Frank (India) Pvt. Ltd.**

**Designation : Client Relations Manager**

**Duration : June 2018 - Present**

**Roles/Responsibilities**

* **Client Relationship Management & Retention: Support in client retention to secure revenue. Maintaining good terms with the clients by handling their complaints and taking feedback on our services. Working closely with operations team towards the timely closure of complaints/requirement, ensuring maximum client satisfaction & retention.**
* **CXM Activities & Surveys: Enhancing end customers experiences by organizing engagement activities like events/informative sessions. Creating customer journey map to further enhance end user experience though customized surveys.**
* **Support in Financials & Business Development: Exploring possibilities of additional revenues from the existing clients and new clients- increased scope of work or additional scope for new business. Supporting operations by sensitizing for critical outstanding during client meetings.**
* **Risk Analysis: Preparing risk reports on monthly basis to identify potential problems before they occur in order to help avoid and mitigate those risks.**
* **Coordination with operation & site teams: Ensuring smooth and efficient operations at site by holding regular interactive sessions with the site team.**

**Company Name : PayU Payments India Pvt. Ltd.**

**Designation : Relationship Manager**

**Duration : August 2015 – April 2016**

**Roles/Responsibilities**

* **Key Account Management & Client Retention**: End to end account management by handling merchant’s concerns, requirements & queries and giving them solutions related to the product and ensuring timely resolutions. Aiming at maximum client retention by monitoring their daily sales & activities and giving them competitive quotes & alternative products to outdo the competition.
* **Effective communication and Coordination**: Building credible relationships with merchants through reliable and proactive communication. It also includes sharing regular updates (banks policies, commercials etc.) with the merchant that can affect their businesses. Rigorous follow up and coordination with the internal teams to ensure timely resolution of merchant’s concerns.
* **Service offerings & Meeting upselling targets**: Understanding of the service & product offerings and marketing them to merchants so that they can be utilized in order to have an accelerated business both for merchant and the organization.
* **Success ratio Analysis**: Proactively and continually researching, analyzing and collecting information on merchant’s transaction pattern in order to identify business opportunities.

**Company Name : Solutions Integrated Marketing Services Pvt. Ltd.**

**Designation : Client Relationship Executive**

**Duration : Feb 2014 – Aug 2015**

**Roles/Responsibilities**

* **Client Management:** Understanding the client’s brief and drafting a proposal and constant follow ups. End to End account management.
* **Finance Management**: Managing the financial aspects of the project and ensuring timely financial closures with internal & external stakeholders (hotels and vendors).
* **Project Planning and Implementation**: Setting & Managing work timelines (External + Internal) and ensuring project completion basis the specification shared by the client.
* **Vendor Management**: Interaction & Negotiation with vendors on and off the site.
* **Execution**: Handling manpower and complete supervision of ongoing activity (setup, arrangements etc.)
* **Post activity result presentation**: Consolidating required information and then sharing a detailed post event report as per the format shared by the client, to map the activity/event conducted.

**Company Name : Touchwood Entertainment Pvt. Ltd.**

**Designation : Client Relationship Executive (On-the Job training)**

**Duration : Oct 2012 - Dec 2012 and May 2013- Sep 2013**

**Achievements :** Iwas hired as a full time employee after 3 months of my training.

**Roles / Responsibilities:**

* **Business Development**- Pitching for prospective clients on ongoing basis and fixing up meetings and sharing the credentials/presenting the company’s present actions.
* **Client servicing-** Understanding the client’s brief and drafting a customize proposal as per client’s requirement and follow up with client.
* **Daily operations**- Maintaining and updating client’s files & vendors files, preparing event flows.
* **Project planning & Implementation**- Setting timelines and ensuring work completion in set timelines.
* **Venue operations**- Supervision at the venue
* **Vendor Management**-Vendor coordination and manpower management.
* **Event Coordination**- Coordinating the event flow.

**Professional Certifications**

 **Professional Certificate**

* Certified in LEAD (Leadership Education & Abilities Development) Program
* Certificate course in Global Trade Logistics and Operations from Indian Institute of Foreign Trade, Delhi

**Education**

**2012 – 2013 -**Post Graduate Diploma in Event Management & Public Relations from Indian

 Institute of Learning & Advanced Development (INLEAD)

**2008 – 2011-** Bachelor of Business Administration from DAV Institute of Mangement from Maharishi

 Dayanand University.

**Personal Information**

**Marital Status** : Single

**Nationality**  : Indian

**Language Proficiency** : Hindi & English