

SUMEET KUMAR

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Professional Summary:-

Skilled Marketing Account Manager focused on building long-term business relationship to maintain existing business and generate new cross sell/upsell opportunities to increase revenue.

Work Experience, Training and Projects Undergone:-

Account Manager

December 2019 – Present

Adreno Technologies:

- Be the primary point of contact and build long-term relationships with customers.
- Help customers through email, phone, and Skype call.
- Ensure the timely and successful delivery of our solutions according to customer needs and objectives.
- Communicate clearly the monthly project progress with client.
- Responsible for keeping current clients satisfied and delivering exceptional client service.
- Building strong client relationships to maintain old business and generate new cross sell/upsell opportunities.
- Responsible for working with the Sales team to onboard and integrate new clients and developing existing client relationships.
- Assist with challenging client requests or issue escalations as needed.

Business Development Executive

July 2019 – November 2019

Ommzi Solutions:

- Upwork proposal submission, lead generation, lead nurturing, and requirements gathering.
- Discuss the requirements with the team and prepare work proposal with time-cost estimation.
- Client interaction for detailed discussion.

Jr. Business Development Executive

December 2017 – June 2019

Live Deftsoft Informatics:

- Lead generation, lead nurturing, and gather requirements.
- Requirements analysis and share proposal as per client's requirements.
- Client interaction for detailed discussion and share proposal with exact time cost-estimation.
- Final discussion and complete hiring process.
- Regular interaction with operational team and client during the project to build long-term relationship.
- Weekly discussion with clients (if required).
- Regular follow ups, check various portal's profile to update them and ask clients to give/change the feedback/reviews.

Junior Analyst

July 2016 - February 2017

Eclerx:

- Explain customer bills, payment issues and handled billing disputes with standards.
- Re-sell the value of products and services by properly aligning their features, benefits and price to add a new line of business.

Training and Projects:

- One month industrial training in Production and Quality control.
- One month training in Computer Hardware.
- Smart house and automatics car parking system.

Skills and Abilities:-

- Knowledge of SEO, Google Ads, Facebook/Instagram Ads etc.
- Knowledge of online business portals like Upwork, PPH, Guru etc.
- Comfortable in all types of client interaction, scheduling meetings, making presentations, and negotiating rate/quotations.
- Establish and maintain effective communication links with other business units to identify and maximize all sales opportunities.
- Maintain accurate records of all sales.
- Built strong rapport with clients and stakeholders.
- Strong attention to detail and the ability to prioritize accordingly.
- Coach-able and trainable.
- Ability to absorb professional knowledge & develop industry skills.
- Ability to provide the company and business units with market research.
- Ability to work effectively in a team environment/individually.
- Ability to maintain professionalism and confidentiality.

Education:-

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|--|--------------------------------|
| - Bachelor of Engineering in Instrumentation and Control | August 2013 - June 2016 |
| Sant Longowal Institute of Engineering and Technology (Siet University)
Sangrur, Punjab | |
| - Diploma in Electronics and Communication | August 2010 – June 2013 |
| Govt. Millennium Polytechnic
Chamba, Himachal Pradesh | |

Interest and Hobbies:-

- Discussion
- Travelling
- Internet Surfing

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