

Nikhil Ravindra

Senior Sales Manager/ Account Manager

📞 9074109284

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📍 Bangalore

PROFESSIONAL SUMMARY

Result-driven, dynamic professional with 3+ years of experience in driving the development, onboarding, management, growth and retention of key accounts.

A service-centric Customer Success Manager committed to optimizing revenues, enhancing client experience and fostering unparalleled brand loyalty. Highly skilled in operating within high-pressure, deadline-driven environments, utilizing data-driven insights to fuel full sales cycles and strategically expand territories.

EXPERIENCE

Senior Sales Manager

Swiggy

📅 11/2022 - Present 📍 Bangalore, India

Food-Tech

- Built and managed one of the highest revenue generating and sensitive portfolios of Bangalore. Rajarajeshwari Nagar and Basaveshwara Nagar for the business growth, hygiene metrics, expansion, marketing and Merchandising.
- Developing business plan covering sales and expense control. Driving revenues from Ads, Upsell, Commission and other revenue streams that align with the organizational goals to drive incremental revenue.
- Developing joint business plan for brands quarterly and half yearly. UE Optimization at brand level to align with the organization profitability.
- Maintaining a strong relationship with restaurant owners and consulting them on matters related to market and offering solutions.

EDUCATION

Bachelor's in Journalism, psychology and Literature.

Bangalore University

📅 2017 - 2020 📍 Bangalore

SKILLS

Business to Business (B2B)

Client Relations

Financial Analysis

Account Management

Team Leadership

Software as a service(SaaS)

New Business Development

Tax Consultation

LANGUAGES

Language

Hindi, English, Malayalam, Tamil and Kannada.



EXPERIENCE

Senior Customer Success Manager

ClearTax

📅 2021 - 10/2022 📍 Bangalore

Fin-Tech

- Handling P&L accounts, 70+ Enterprise (Large and SME's) and managing their GST compliance.
- Developing trust relationships with a portfolio of major clients to ensure they do not turn to competition.
- Proposed suitable solutions for E- invoicing and GST for Enterprises.
- Managed end to end funnel by upselling new initiative products to existing Accounts.
- Internally strategized and driving cross selling.
- Checking for opportunities in renewal for yearly increment using the product upgradation and relationships as leverage to maintain the NRR.
- Expertise in handling Escalations and Issues of Clients and Coordinating with internal teams for quick resolutions.
- Responsible for understanding specific client requirements, checking for feasibility and thus implementing changes in the product.
- Responsible for training, Demo and Onboarding of Enterprises.
- Interact with prospects/clients to develop great professional relationships with clients.

Senior Executive in operations

Aegis International Pvt Ltd / Reliance Jio Infocomm Ltd.

📅 01/2019 - 11/2020 📍 Bangalore

Telecom

- Worked as SME in resolving queries and helping Authorized Signatories of Companies in matter related to COCP and IOIP Connections.