

RAHUL SINGH

Business Account Manager

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in rahul-kumar-singh-0949561a1

EDUCATION

2018 - 2020

Master of Business Administration (MBA)

Galgotias University / India, Gr.Noida

7.6 CGPA

2015 - 2018

BBA

University of Lucknow / India, Lucknow

65%

SKILLS

- Client Relations Expert
- Project Management Expert
- Leadership Expert
- Data Analysis Expert
- Strategic Planning Expert
- Problem Solving Expert
- Negotiation Expert
- Team Leadership Expert

HOBBIES

- Traveling
- Bike riding
- Photography

PROFESSIONAL SUMMARY

Organised and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. Detail-oriented team player with strong organisational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy.

EXPERIENCE

2023 - Now

Business Account Manager Nobrokerhood / India, New Delhi

- Monitored account performance metrics, identifying areas requiring improvement or optimization.
- Facilitated regular client meetings to review progress updates and address any concerns or inquiries proactively.
- Increased client satisfaction by effectively addressing and resolving account-related issues.
- Implemented effective communication methods with clients, resulting in stronger relationships and improved retention rates.
- Streamlined internal processes to enhance overall efficiency and productivity within the team.
- Aligned company goals with customer outcomes and increased satisfaction by automating contact management systems.

2020 - 2023

Key Account Manager Nobrokerhood / India, New Delhi

- Built and maintained strong client relationships to drive business growth.
- Facilitated regular account reviews and provided updates on progress toward established goals, promoting transparency in client relationships.
- Developed thorough understanding of key clients' needs and requirements to prepare customized solutions.
- Facilitated strategic meetings with key stakeholders to understand customer needs and develop action plans.
- Mentored junior colleagues on best practices related to key account management strategies as well as ongoing professional development.

- Reading

AWARDS

- Best Business Account Manager
- Best KAM Ethical Practices
- Star Performer of the Month
- Star Performer of the Month
- Best Account Manager

COURSES

2021

Marketing Foundations

LinkedIn Learning

2021

SEO Expert

LinkedIn Learning

2023

Advance Excel

Laal Bahadur Shastri Institute-New Delhi

2015

ADCA

Sahatwar Computer Classes

LANGUAGES

- Hindi
- English

2019 - 2020

Business Development Manager

Ceasefire / India, New Delhi

- Managed revenue models, process flows, operations support and customer engagement strategies.
- Developed process to analyze customer feedback to incorporate insights into product development strategies.
- Developed new proposals, contracts and procedures to draw in more clients and streamline work operations.
- Delivered presentations at industry conferences and networking events to promote company offerings and establish thought leadership positioning within the market space.
- Managed accounts to retain existing relationships and grow share of business.

INTERNSHIPS

2019 - 2019

Intern

HCL Infosystem Ltd. / India, Noida

- Devised and implemented processes and procedures to streamline operations.
- Helped meet changing demands by recommending improvements to business systems or procedures.
- Increased operational efficiency by streamlining processes and implementing innovative solutions.
- Collected, arranged, and input information into database system.
- Created and managed project plans, timelines and budgets.
- Supported team members in reaching project goals by providing guidance and resources as needed.

2018 - 2018

Intern

Vodafone PLC Group / India, Lucknow

- Maintained database systems to track and analyze operational data.
- Completed reports and paperwork on critical information impacting operations.
- Enhanced communication between departments through regular meetings and collaborative projects.
- Developed effective improvement plans in alignment with goals and specifications.
- Conducted regular reviews of operations and identified areas for improvement.