

Shahin Amanullah

Client Servicing Executive – IndiaMart

Contact

Jamia Nagar, New Delhi
+91-7004702367
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Education

May 2023
PGPM-IB - Marketing
Globsyn Business School
Kolkata
Grade: 6.91/9

August 2018
B.Tech- Mechanical
Ramgarh Engineering College
Ramgarh, Jharkhand
Grade: 7.9

Key Skills

MBA (IB)
Project Management
Business development &
Client Relationship
Compliance Management
CRM software proficiency
Customer Retention
Computer Skills
CAD
Product Development
Manufacturing Processes
Troubleshooting
Quality Assurance
Controls
Technical Writing

Professional Summary

Driven by a robust background in both technical and business domains, including a notable tenure at Indiamart Intermesh Ltd., I excel in enhancing client satisfaction and retention through exceptional service and CRM software proficiency. My expertise spans from product development to strategic business development, underpinned by a strong foundation in mechanical engineering and international business management.

Experience

Client Servicing- Executive

Indiamart Intermesh Ltd. *05/2023 - 04/2024, Kolkata*

- Business development & Client relationship management – Daily/Weekly/Monthly client meetings
- Client Revenue generation through renewal and upsell strategies | Consistent target achievements for 120+ clients
- Proactive resolution for client grievances ensuring high client retention and satisfaction
- SEO Management - Helped clients on How to generate revenue through app/web
- CRM Management + App training for clients
- Weekly/Monthly reporting for 120+ client portfolio

Associate Research Analyst- Internship

Verified Market Research *05/2022 - 07/2022, Pune (Market Research Company)*

- Secondary data collection & analysis
- Report description preparation
- Keywords understanding and management
- Keywords mining + refining for multiple projects to predict the market size & keyword status in upcoming years

CERTIFICATION

- Tour, Training and Colloquium (ME7222) – Damodar Valley Corporation, Tilaiya Hydel Power Station
- Industry 4.0 - Globsyn Business School Online
- Globsyn Management Conference - Globsyn Business School

TRAINING

- JHARKHAND URJA UTPADAN NIGAM LIMITED
Vocational Training
- EASTERN COALFIELDS LTD.
Workshop Training