

Bharti Sharma

EXECUTIVE-BUSINESS DELIVERY

Dedicated and enthusiastic professional boasting 1.5 years of experience in client servicing and account management. Focused on nurturing enduring client connections and driving organizational advancement. Pursuing a key account manager position to apply my expertise in communication, problem-solving, and ensuring customer satisfaction for shared achievement. Thriving to thrive in a dynamic, client-centric environment.

EMPLOYMENT HISTORY

INDIAMART INTERMESH PRIVATE LIMITED

Executive Business Delivery

Sep 2023 – Present

- Providing comprehensive training to clients and support ticket handing.
- Building and maintaining strong relationships with key clients, understanding their business needs, and acting as the main point of contact between the client and our organization.
- Proactively manage contract renewals, ensuring a seamless process and addressing any concerns or objections.
- Gather and analyses customer feedback and utilize feedback to drive continuousimprovement.
- Monitoring account performance and KPIs, tracking progress towards goals, and providing regular updates to both the client and internal stakeholders.

EduSaksham Limited

Intern

Sept 2021 – Nov 2021

- Assisting in addressing client inquiries, concerns, and requests through various communication channels such as phone, email, and google meet.
- Collaborating with senior team members to troubleshoot and resolve client issues in a timely manner.
- Documenting client interactions and resolutions in the company's CRM system or ticketing system.

EDUCATION

Manglmay Group of institute Management- AKTU, Noida

Sep 2020 – Aug 2022

Master of Business Administration – Marketing & Finance

Smt Shukhviri devi Gaytri Davi College , Gautam Buddha Nagar

Aug 2016 – Jul 2020

Bachelor of Commerce

CONTACT

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CERTIFICATIONS

UDEMY – Microsoft Excel(Excel from Beginner to Advance)

SKILLS

Customer Focus Business—
AcumenCommunication
Time management
Customer RetentionCustomer
Feedback Client Management

Language Skills:

English: Bilingual / Fluent

Hindi: Bilingual / Fluent

Interests

Movies