

# Adarsh Kumar Jha

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As a graduate in Zoology (Hons) with an MBA in Marketing, I have cultivated a unique blend of scientific knowledge and business

acumen. Currently, I am leveraging this diverse background as a Business Development Executive at a leading pharmaceutical

consultancy, where I contribute to driving growth and creating value in the healthcare sector. My objective is to secure a challenging

role in a dynamic business environment where I can leverage my acquired knowledge and skills to make a meaningful contribution to

the organization that will allow me to apply my strategic thinking, analytical skills, and business acumen to develop innovative

solutions and drive growth for the company.

## Work Experience

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### **Business Development Executive**

Rihim Pharma Consultancy Pvt Ltd.-Delhi

February 2023 to Present

- Created fresh, engaging, and compelling copy for marketing and promotions.
- Maintained detailed record of sales activities and compared trends to identify underserved areas and opportunities for improvement.
- Managed both existing sales pipeline and developed new business opportunities.
- Tasked a lead role in the development of proposals and presentation for new business enquiries.
- Coordinated with internal teams to curate solutions for the clients.
- Updated CRM and analyzed Reports.

### **Insurance Consultant**

Bajaj Allianz Life Insurance Company-Kolkata, West Bengal

November 2022 to January 2023

- Responded quickly to client requests with excellent systems knowledge.
- Liaised with customers and answered queries through email, webchat & phone.
- Proactively contacted customers near renewal dates, increasing repeat purchases.
- Provided relevant information along with attentive customer service to all customers.
- Provided structured reviews on policies using research tools to compare with other providers.
- Handled inbound calls from prospective customers and capitalized on sales opportunities.

## **Client Servicing Executive**

IndiaMart Intermesh Ltd.

February 2022 to August 2022

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- Responded to client enquiries in a timely and professional manner. Maintained an accurate record of existing and prospective clients.
- Scheduled meetings and telephone conferences between clients and management.
- Improved service quality and increased sales by developing a strong knowledge of the company's products and services.
- Resolved customer questions, issues, and complaints efficiently to reach mutually beneficial solutions.
- Developed, implemented, and monitored customer service plans to maximize customer satisfaction.
- Evaluated CRM reports regularly, actioning improvements to achieve impressive results.

## Education

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### **Master of Business Administration in COER-SM**

2022

## Skills / IT Skills

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- Consultative Sales Techniques
- Client Relationship Support
- B2B Sales
- Team Collaboration & Project Support
- Corporate sales
- Market Research Support
- Cold Calling Compliance & Reporting Assistance
- Sales Pipeline Management MS Office
- Lead Generation Stakeholder Management
- Vendor Management
- Client Contract Negotiation
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