

AGRIMA SINGH

Client Relationship Manager

📞 7011236250

@ agrimasingh2310@gmail.com

🌐 <https://www.linkedin.com/in/agrima-singh-b14a0a190/>

PROFESSIONAL SUMMARY

I am a results-driven professional with expertise in client relationship management, adept at understanding customer needs and delivering impactful solutions. My proven experience in leveraging data-driven insights, managing virtual client interactions, and collaborating with stakeholders has consistently helped achieve organisational objectives. I am passionate about fostering customer satisfaction and loyalty, particularly in fast-paced environments like the food-tech sector.

EDUCATION

MSc Counselling Psychology

Christ University

📅 08/2020 - 05/2022 📍 Delhi NCR

BSc Psychology Honours

Christ University

📅 08/2016 - 05/2019 📍 Bangalore

Grade 12

Manav Rachna International School

📅 05/2016 - 05/2016 📍 Gurgaon

Grade 10

Manav Rachna International School

📅 05/2014 - 05/2014 📍 Gurgaon

EXPERIENCE

Virtual Presentation Manager

Madhyam

📅 01/2024 - 11/2024 📍 Gurgaon

Company focused on managing virtual presentations in the real estate sector.

- Conducted 275+ virtual calls for customers and investors in the real estate sector, managing client relationships and driving sales.
- Audited 40+ Sales and Pre-Sales employees to ensure compliance and accuracy.
- Developed tailored presentations for diverse audiences using storytelling techniques.
- Analyzed real estate trends, pricing strategies, and competitor data.
- Collaborated with 15+ real estate developers nationwide to market and sell 20+ existing and newly launched projects.

INTERNSHIPS

Trainee Counsellor

St. Gregorios School, Dwarka

📅 08/2021 - 11/2021

Conducted group counseling and workshops for students in Grades 4-10 on topics such as stress management, substance abuse prevention, and emotional regulation.

Trainee Counsellor

Lucid Mind

📅 08/2021 - 11/2021

Individual counselling sessions for teenagers and adults

Mental Health Ambassador

Counsel India

📅 05/2021 - 06/2021

Learnt about Mental State Examination (MSE) and Case History through various theories and analysing practical case studies

Human Resource Management

Jio

📅 04/2018 - 05/2018

Assisted in recruitment, conflict resolution and onboarding process

Marketing and Sales Officer

Laugh Out Loud

📅 08/2017 - 09/2017

Promoted educational materials to parents

Trainee Counsellor

Antarmanh - Center for Emotional Well-Being

📅 04/2017 - 05/2017

Delivered workshops in schools by spreading awareness on Mental Health

Trainee Counsellor

Paras Health

📅 04/2017 - 05/2017

Assisted in forming Case Histories and Mental Status Examination for the patients

EXPERIENCE

Inside Sales Counsellor

Suraasa

08/2023 - 09/2023 Gurgaon

Company providing career counselling services.

- Communicated product features and value propositions to clients effectively.
- Generated leads through cold calls, email campaigns, and networking.
- Managed client interactions using CRM software.

Psychologist

Gems International School

06/2022 - 07/2023 Gurgaon

Educational institution focused on holistic student development.

- Partnered with two main career counselling initiatives: 'Amerigo Education' and 'Life Vitae'.
- Delivered skill-based sessions for Grades 1-12 and career counselling for senior students.
- Created Individualized Education Plans (IEPs) for 10 special needs students.
- Provided face-to-face counselling sessions for 20+ students, jointly evaluating their needs.
- Organised workshops and events to empower students.

EDITIONS

- Paper presentation titled *Preventing Intergenerational Transmission of Secondary Trauma using Animal Assisted Therapy* in an International Interdisciplinary Conference, Bangalore
- Dissertation based on *Effects of Divorce and Coping Strategies among Divorced Couples*

LANGUAGES

English

Hindi

KEY ACHIEVEMENTS



Audit Compliance Champion

Conducted over 40 audits of sales and pre-sales teams ensuring high compliance and success rates.



Career Event Organizer

Organised a successful 4-day career counselling event, bringing together industry experts for student guidance.



Counselling Services Contributor

Member of MACS, facilitating important well-being sessions for students.

SKILLS

MS Office

Customer Retention

Brand Understanding

Communication

Team Collaboration

Counselling

Client Relationship Management

Time Management

Problem Solving