kashishbhalla099@gmail.com

8569070210

New Delhi, India 110096

Kashish Bhalla

Skills

- Performance Tracking
- Needs analysis
- CRM proficiency
- Key Account Management
- Business Development
- Business strategies
- Procurement
- Market Analysis
- Category Insights
- Marketing Strategy
- Startegic Partnerships
- Market Analysis
- On-Boarding
- Vendor management

Education And Training

07/2019
B.Tech:
Computer Science
Ludhiana Group Of Colleges
Ludhiana

07/2015
High School Diploma:
Ludhiana Group Of Collges
Ludhiana

08/2012
GED:
Shamrock Christian School
Ludhiana

Languages

Hindi: First Language

Punjabi: C2

Proficient (C2)

English: B1

Intermediate (B1)

Summary

Insightful key account manager offering several years of hands-on experience maintaining cordial relationships with company's clients by thoroughly researching customer needs and verifying timely delivery of products. Well-educated in sales and customer service protocols and procedures paired with aptitude to build relationships with people of all levels.

Experience

Naukri - Job Hai - Key Account Executive
Noida, India
03/2024 - Current

- Enabled blue collar job seekers to bridge the gap and access the right opportunities and platforms.
- Delivered value-added services to key clients like Zomato, G4S, BluSmart, Urban Company in order to address their hiring requirements.
- Implemented effective hiring processes aligned with CAC standards resulting in meeting client conversion goals.
- Collaborated with BVG as part of their Swachh Bharat acdamey initiative, aiming to onboard certified Housekeeping professionals onto our platform.
- Collaborated with diverse teams to optimize JS and client experience through valuable feedback.

Urban Company - Business Development Associate
New Delhi, 110030
01/2022 - 03/2024

- Responsible for the On-ground events for supply generation during initial days.
- Responsibility to keep Gross churn under 6% and Net churn under 4% MOM.
- Responsible to keep BAU metrics in control for Delhi NCR.
- Took point on NPS and scaled DNPS 37%~43%.
- Responsible for starting a Category from scratch in Tier 1 city.
- Responsible for driving Shadowing project for Delhi NCR
- Took ownership in building the right process from selecting right Mentors to delivering it till the end.
- Implemented pre-shadowing programs resulting in a substantial improvement in partner ratings.
- Average rating (4.7) improved from 65% ~80% MOM.

Activities

Music | Reading | Gardening | Movies| Cooking