

ATEESH KUMAR BHARDWAJ

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SUMMARY

Enthusiastic and dedicated Customer Relationship Manager with a passion for driving customer satisfaction and retention. Experienced in developing strong client relationships and implementing strategies to ensure their success. Eager to leverage my skills and experience to contribute to a dynamic team that values customer-centric approaches.

Experience

Client Relationship Manager 07/22 – Present

Indiamart Itermesh Pvt Ltd Noida

- Established and nurtured strong client relationships, serving as the primary point of contact for inquiries, support, and service delivery.
- Managed key accounts to ensure alignment with company objectives, exceeding revenue targets through effective client servicing, retention, and upselling efforts.
- Facilitated communication with customers, ensuring seamless coordination with quality assurance and support teams – achieved a 20% increase in customer satisfaction and reduced service delivery issues by 15%.
- Cultivated and maintained strong client relationships, leading to a 20% increase in client retention rates.
- Addressed and resolved client issues and concerns promptly, utilizing problem-solving skills to enhance client satisfaction.
- Facilitated smooth onboarding processes for clients, including training and initial setup, to ensure a seamless transition.
- Communicated professionally and encouragingly with onshore and offshore teams, as well as customers, through email and phone.

Marketing and Sale Trainee

IFortis Worldwide Remote

- I worked with IFortis as a trainee and was responsible for marketing and business development

Declaration

I declare that all the above information is true and, in my knowledge.



EDUCATION

MBA – Marketing and HR

GLA University
07/2020 – 06/2022)

B.Sc

DBRAU
04/2016 - 03/2019

SKILLS

Strategic Planning

Communication Client

Relationship management

Problem Solving Time

Management

Customer Support and services

B2B Sales Key Accounts Management

Achievements and

Rewards

Employee of the Month – June 2023 (Indiamart Itermesh Pvt Ltd)

Participated in webinar of “Bada Business”

Coordinated in one day HR conclave 2021 (GLA)

Language

English

Hindi