

Manu Nagpal

AVP- KEY ACCOUNT MANAGER

Details

Delhi, India
8800539472
manunagpal.official@gmail.com

Skills

Key Account Management

Retention and Growth

Partnership & Alliances

Business Development

Team Management

Customer Relationship
Management

Portfolio Management

Languages

English

Hindi

Profile

Experienced in managing various investment portfolios. Currently working in Fixed Income Industry and managing the Key Account Management team.

Working towards automating & digitizing bond market to bring in transparency, ease of access and ultimate efficiency.

Employment History

Assistant Vice President - Key Account Management at Harmony, Mumbai

JUNE 2022

- Responsible for leading & supervising the team of Key Account Managers.
- Keeping a track on overall company's retention % & maintaining a growth trajectory around that.
- Developing and implementing strategic plans to grow accounts.
- Negotiating contracts and closing agreements.
- Continuous focus towards overall process improvement for the better client experience.
- Collaborating with product team for continuous improvement and advancement in the product.
- Product training to current and new employees.
- Forecasting and tracking key account metrics (e.g. quarterly sales results and annual forecasts)
- Acting as the main point of contact between key clients and internal teams.
- Developing and maintaining excellent knowledge and understanding of our business, offerings, competitors, and industry.
- Supervising account representatives to ensure increase in sales numbers.
- Collaborating with the marketing/Brand team for better positioning of the product on the market.

Sales Manager at Veranda Race, New Delhi

OCTOBER 2021 — APRIL 2022

- Recruiting, Hiring and Developing sales Representatives for entire North Market.
- Setting Monthly and Quarterly sales targets for the team.
- Defining the Marketing Strategies.
- Monthly and Quarterly sales review and presenting the results to top Management.
- Monthly & Quarterly reviews to
- Continuous SWOT Analysis.
- Identifying potential B2B deals and executing them.
- Preparing reports, budgets and forecasts.
- Managing Franchise business.

Manager - Investments at Faircent.com, Gurgaon

OCTOBER 2018 — OCTOBER 2021

- Driving a team of 10-15 Portfolio Managers, reviewing, and monitoring their performances closely and reporting to the Stakeholders directly.
- Month on month growth by 25% and above in terms of Revenue.
- Strategic Alliances by onboarding New Partners.
- Working towards increasing Individual team member's numbers.
- Growth in Customer base and increased Customer Retention.
- Product Trainings to the sales team PAN India.
- Offering customized portfolio solutions to Ultra HNI clients based on their risk/return and liquidity profile.
- Maximizing revenue generations and lead closures by supporting marketing team for various digital campaigns.
- Business Development through Inter-Department Collaborations.

Personal Banker at HDFC BANK, Bangalore

JUNE 2017 — SEPTEMBER 2018

- Maintaining Relationships with the HNI Customers and sales to Portfolio Customers.

- Banking Operation/ Digital Platforms.
- Plan the activities to acquire New Client acquisition.
- Sales to Portfolio Customers and Non Portfolio Customers.
- Providing support in all the operational activities of bank.

Education

MBA, ICFAI Business School, Gurgaon

AUGUST 2015 — JUNE 2017

Marketing

BBA, Guru Gobind Singh Indraprastha University, New Delhi

JUNE 2012 — JUNE 2015

Awards & Accomplishments,

- Emerging Star by circle head in HDFC.
- Emerging star award in Faircent.com (Overall Business Growth)
- All Rounder award in HT Studymate during Internship period.