

Shubhi Jain

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Objective

To pursue a lifelong journey of continuous learning and innovation, seeking opportunities to contribute my skills and capabilities in a dynamic environment. I am dedicated to making a meaningful impact on personal and organizational goals through proactive growth and excellence in every task undertaken.

Experience

Account Manager- Sales Ops

June 2022 - Dec 2022

Alore Growth OS

Responsibilities-

Presales Manager is part of our Managed Services team which works closely with our clients and ensures that the Outbound Sales and Lead Generation Process is set for our clients using the suite of products of Alore.

- Developed targeted databases and ensured database hygiene to drive outreach in key markets/verticals.
- Built and optimized a scalable demand generation function, resulting in predictable pipeline activity.
- Managed a high-performing team to achieve daily activity metrics, including outbound messages, qualified leads, and meetings set.
- Evaluated campaign performance and optimized tactics, driving continuous improvement.
- Collaborated with AVP Customer Operation to ideate, execute, and track end-to-end demand generation campaigns.
- Streamlined operational processes and reporting for improved efficiency and visibility.
- Represented the brand as the primary point of contact for C-level executives, fostering the transition from Managed services to the Self-serve model.
- Led training initiatives and fostered a performance-driven culture that consistently met quotas.

Service Delivery Manager

June 2019 - Sept 2021

IndusInd Bank

Responsibilities-

Responsible for Servicing, Operations, and Sales for walk-in customers - handling queries, information on different products and services, cross-selling, and actively working on General Banking Operations. Also responsible for moving the clients towards using digital channels of the bank

- Handled walk-in customers, providing information on products and services, cross-selling opportunities, and promoting digital banking channels.

- Managed trade and non-banking related operations, ensuring timely completion of transactions and adherence to compliance requirements.
- Generated business leads and facilitated their transition to the relevant sales channel.
- Monitored overall client satisfaction scores and implemented strategies to enhance customer experience.
- Maintained efficient turn-around times (TAT) for service and operational transactions.
- Conducted regular meetings with key accounts to address concerns and nurture relationships.
- Leveraged CRM activities and lead generation strategies to drive business growth.
- Ensured compliance with KYC and AML protocols and successfully managed audit processes.
- Oversaw invoice settlement and reconciled bills, ensuring accuracy and financial integrity.

Internship

Summer Internship Project.

Bajaj Finserv Ltd. Indore

Project: Study of Credit Appraisal and Business Development Process of Consumer Durable Loans

Learning Outcomes:

- Customer Relationship Management
- Business Development
- Credit Appraisal Process

Education

Course / Degree	School / University	Grade / Score	Year
PGDM	Jaipuria Institute of Management, Indore	63.28%	2017-19
B. Com(Hons)	Jayoti Vidyapeeth Women University, Jaipur	62%	2014-17
Higher secondary school	Carmel Convent Senior Secondary School	55%	2013-14
Secondary school	Carmel Convent Senior Secondary School	66%	2011-12