



MAYANK YADAV

Key Accounts Manager

CONTACT

- +918319720726
- yadavmayank1040@gmail.com
- Gurgaon

SKILLS

- Client Relationship Building
- Key Accounts manager
- Negotiation & Conflict Resolution
- Communication

LANGUAGES

- English (Coversastional)
- Hindi

EDUCATION

- 2016 - 2019**
AMITY UNIVERSITY M.P
BJ&MC
- 2020 - 2022**
ISB&M PUNE
PGDM

CERTIFICATIONS

- PRODUCT MANAGEMENT
DUKE UNIVERSITY

PERSONAL PROFILE

Results-driven Key Accounts Manager with over [1.5 years] of experience in managing high-value client relationships, driving revenue growth, and leading cross-functional teams. Proven track record of enhancing client satisfaction, and developing strategic partnerships.

WORK EXPERIENCE

- KEY ACCOUNT MANAGER | 09/2023 - 04/2024**
TECHNUM OPUS (GURGAON)
 - Designated leader of cross-departmental initiative to analyze and streamline the customer engagement process using CRM analytics, achieving a 25% uptick in customer satisfaction scores.
 - Responsible for dealing huge amount of projects (Rs2000000)
 - Determined industry trends and promoted the company's products and services, as well as produced leads, resulting in a 20% increase in customer engagement via conferences, and other events.
 - Introduced alterations based on consumer feedback to identify areas for improvement in products and services, resulting in a 40% increase in client retention.
- KEY ACCOUNT MANAGER & APM | 07/2022 - 06/2023**
ISKY INDUSTRIES
 - Customer Relationship Management: Zoho CRM,.
 - Led a team of 5 account managers, resulting in a 25% annual increase in national account revenue through strategic market alignment and personalized client solutions.
 - Developed and implemented a data-driven client retention strategy utilizing CRM software, improving customer satisfaction scores by 30%.
 - Negotiated Lakhs of rs contracts with top-tier national retailers, increasing market share by 18% within 6 months.
- SOCIAL MEDIA EXECUTIVE | (INTERNSHIP - JULY TO SEP)**
Half onions