

Shruti Himanshu Vora

Key Account Manager



Contact

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Skill Highlights

- Communication
- Customer Satisfaction
- Customer Relationship Management
- Interpersonal Skills
- Teamwork
- Team Management
- Account Management
- Leadership Trainee
- Rapport Building
- Coordination
- Influencer Marketing
- Development & Training
- Retention
- Google sheets
- Email Marketing
- MS-Excel
- PowerPoint presentations

Achievements

- ✓ Consistently Achieving KPI Scores.
- ✓ Executive to Senior Exe.
- ✓ Retention rate of 50% out of 80% cases.
- ✓ Leadership training.

Area of Interest

- Rapport Building
- Psychology
- Behavioral Science
- Communication
- CRM
- Data Planning
- Analysis

Summary

B.Com Graduate & CS Foundation completed with 2+ years experience in Customer relationship management, team Management, Training, and execution of Customer success-related projects with a proven record. Communication, onboarding and keeping track by using account management skills on a CRM tool. Managing a team to help achieve month-on-month KPI's and KRA's.

Experience

Key Account Manager Ener-j Smart, UK (Remote)

Dec 2023 to March 2024

- Maintaining strong relationship with Key accounts and understanding their feedbacks for improvement.
- Aligning the company's solution to meet every Clients requirements.
- Identifying opportunities for growth and helping and cross function with business development team in driving revenue from the accounts.
- Addressing issues and resolving conflicts promptly and effectively leading to healthy and long term relations.
- Analyzing performance metrics, tracking progress, and providing insightful reports to internal teams & stakeholders, and clients for the areas of success.

Senior Customer Success Executive Zell Education - Mumbai (India)

Jan 2022 to Sept 2023

- Developing and Executing strategies to maximize customer's satisfaction
- Helping the team with updates on the new trends and help in career counselling clients
- Utilizing existing data and providing insightful solutions for business growth
- Understanding the team's needs and help in achieving month-on-month KPI's and KRA's

Organizational Manager Packiva International LLP - Mumbai (INDIA)

Jun 2021 to Dec 2022

- Managing logistics and supply related queries and helped internal team with keeping records
- Recording inventory and updating them on the systems
- Reporting issues to the relevant team on occasion of any delay's and mishaps
- Book-keeping and understanding gaps and filling them.

Education

- Company Secretary Foundation - The Institution of Company Secretaries of India - 2022
- Bachelor of Commerce - Saraf college of science and commerce, Mumbai University, India - 2022

Language

English - Professional

Hindi - Intermediate

Certifications

Corporate Trainee: The Institute of Chartered Accountants of India