



NIKITA SAHA

Phone: 8552830072

CLIENT ACCOUNT MANGAER

E-mail: nikitaasaha31@gmail.com

PROFILE

i am working as a Client Account Manager with experience in handling client queries and identifying new business opportunities among existing customers also developing strong relationships with customers and connecting with the key business executives and preparing Sales Reports..

EXPERIENCE

CLIENT ACCOUNT MANAGER

Yalamanchili Software Export (Feb 2020 - present)

- Handling Client Queries up to 10 per week and get the resolution done within 4 days per query.
- Business as usual tasks involved with addressing the customers needs and concerns and maintaining their account's overall performance reports.
- Preparing Analysis Reports of companies like Rabobank, Barclays, Card blue and Sodexo.
- Presenting the Weekly Reports to clients in call to have a good overview of the project status and to understand their requirements in a better way.
- Collaborating with the developer teams to solve client issues.

SKILLS

- Communication Skill
- Strategic Perspective
- Customer Expertise
- Client Management
- Microsoft Excel, Power Point, Word.

EDUCATION

MASTERS IN COMMERCE

Dr. B.R Ambedkar College Nagpur University (2017 - 2019)

HSC & BACHELORS IN COMMERCE

SARDAR PATEL MAHAVIDYALAY (2013- 2016)

SSC

BJM CARMEL ACADEMY