

Abhishek Singh

Key Account Manager - KAM

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Date of Birth: 29th June 1994

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To work with an organization where there is scope for knowledge enhancement, selfimprovement. Open for new things to learn and implement for better execution, also a raw material that can be molded as per the need of the company to achieve the defined goals.

EXPERIENCE

Teleperformance Global India Pvt Ltd. (Flipkart)

November 2020 - November 2022

Relationship Executive (KAM)

- => As a Dedicated Manager, I was responsible for managing 30 to 40 Flipkart Sellers' accounts.
- => Helping them to Understand the importance and benefits of the Flipkart Advertisement.
- => Monitoring the Ads very closely and asking the seller to make the changes as per the requirements.
- => Adding Daily Demand Load and focusing more on Ad Spends, budgeting and keeping real time track in order to increase the sales, visibility and Conversion.
- => Helping the sellers on Advertising Recommendation, Cataloging, Selection, Pricing, Inventory Management, Promotions and Advertisement.
- => Developing an in-depth understanding of the business and signing up the right set of Sellers.
- => With the help of Advertisement, fetching the Top search keywords based on Clicks and Views.
- => Using sales and negotiation strategies and by showing the profitable side onboarding to get maximum ads revenue from the seller's end.
- => Calling a number of Flipkart sellers on a daily basis to achieve targets and helping them to run Daily campaigns and pitching them to spend more.
- => Achieving and Aligning the Daily, Weekly, Monthly Targets of top sellers who are having more Targets based on their GMV.
- => Collecting feedback and understanding blockers for suppliers and working to solve those issues and Guiding end to end about CPC and ROI Campaign, Cold Calling.
- => Dealing with Popular Brands who are in top in our categories and Taking Multiple Follow ups based on the requirements.
- => Understanding the pain point of sellers and driving the calls accordingly to meet the defined targets as per the requirements.
- => Pitching and Guiding the sellers and onboarding them on the Flipkart Ads program quickly and effectively.
- => Additionally, Managing Lead generation to generate the leads.

Teleperformance Global India Pvt Ltd. (Flipkart)

March 2019 - Feb 2020

Executive - Operations

- => Working in the Flipkart seller Support Operational issues with outbound and inbound channels.

- => Closely monitoring the emails and reacting on the same within the TAT to ensure the Flipkart's seller satisfaction is up to the mark.
- => Solving the concerns and queries of the sellers within the TAT.
- => Working on the pain cases and taking regular follow ups to get them solved.
- => Raising the complains to the relevant team and Updating the sellers accordingly
- => Managing Multiple task at a time as per the organization requirements.

Aegis Customer Support Services Pvt Ltd (Jio)

March 2018 - March 2019

Senior Executive

- => Working in the Jio Customer Support Operational issues with outbound and inbound channels.
- => Working on the required AHT (Average handling time) and closing the calls within the TAT.
- => Handling more than 120 calls in a day.
- => Operating on real-time customer self-service model and solving the query on call.
- => Raising the Complains to get them sorted out within the TAT.
- => Providing seamless platform based on-boarding & achieving Customer Application Form activation TAT for the customers.
- => Understanding the customer's concern and making their experience better.

EDUCATION

Pune University

June 2013 - June 2016

Bachelors' in Computer Application

Graduated from Sinhgad College of Science(SCOS) Pune MH.

CBSE

March 2011 - March 2013

Higher Secondary School Certificate

Completed the Higher Secondary School Certificate from Grizzly Vidyalaya Koderma Jharkhand.

CBSE

March 2010 - March 2011

Secondary School Certificate

Completed the Higher Secondary School Certificate from PVSS DAV Public School Koderma Jharkhand.

SKILLS

Quick Learner, Ecommerce specialist, Ads sales, Microsoft Excel, PowerPoint, Ms-office, BDA, Ecommerce Marketing, Business Development, Relationship Management, Quality Customer Service, Taking Responsibility

LANGUAGES

Hindi (Native), **English** (Full Professional proficiency)

EXTRACURRICULAR ACTIVITIES

- => Got Certificate of Recognition For being the BEST PERFORMER.
- => Participated in a Quiz held at Sinhgad College of Science, Pune.
- => Worked as a member of the student council committee.
- => Received Appreciation Certificate for (MISSION BLOOD DONATION) organized BY R.M.D Foundation, Pune.