

Naveen Sethi

Personal info

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Professional Summary

Skilled and experienced client service executive well versed in solving customer and client problems handling product training and acting as liaison between customers and industries. Ready to ensure customers are always happy with services and products resulting in company profits and enhanced reputation. "Seeking a position as a **Client Relationship Manager** which utilizes my skills with my expertise, at an established company with opportunities for growth in company development."

Academic Profile

- Advanced Digital Marketing Course from **APTRON INSTITUTE** Gurgaon w.e.f June 2018 to Dec.2018.
- Certificate Course in Desk Top Publishing from **ADVANCE SOFTWARE EDUCATION TECHNOLOGY** Gurgaon from Aug.2009 to Nov.2009.
- Multimedia and Web Designing Course from **OXFORD SOFTWARE INSTITUTE**, New Delhi from July 2003 to Jan.2004.

Employment History

Working as a Freelance Client Relationship Manager for Hughes Communications, Dewar's, Speedcrafts w.e.f August 2022 to Till

Worked with **De Elite Concepts, Gurgaon as Manager (Client Service) July 2019 to April 2021**

- Responsible for Key account Management in terms of ICICI Bank, Hindware, Mccan, Maruti, Apollo.
- Maintaining relationship daily basis with Clients for the organization.
- Manage the team for sales achieve target.
- Handled Customer inquiries, billings questions and payment extension/service requests.
- Follow-ups & client servicing for the assigned projects including discussions with clients & to ensure timely completion of projects.

Public Relation Manager , SAPPHIRE DIGITAL PRINTERS. Gurgaon, Haryana

May. 2012 – May. 2018

- Maintain and update department procedures.
- Day to day interaction with clients for jobs. Doing Client meetings. Getting Job done from Creative Team & Fulfilling Client Requirements.
- Brainstorming, discussing, developing new ideas for clients.

- Managed a high-volume workload with in a deadline-driver environment.
- Coordinate all special events for the dealership and promotional events.
- Responsible to assist General Manager and sales staff as needed.
- Alert Managers of conflicts that need to be resolved.
- Handled Customer inquiries, billings questions and payment extension/service requests.
- Interface daily with internal partners in accounting.

Sr. Client Relationship Manager, VISION GRAPHICS. New Delhi

Apr. 2010 – Apr. 2012

- Responsible for Key account Management in terms of Reebok, Obsessions, Xclusive, Budweiser ,Blenders pride, Newgen Software Co, Samsung.
- Coordination for in shop and out shop branding for all accounts handling.
- Handling Event Management Company like Showhouse, Showworks, Showtime, Wizcraft, Ecompass.
- Meeting clients for business initiatives with future plans and analyze its impact on the business.
- Preparing Vendor Registration form for all accounts handling.
- Responsibility for building, managing, promoting brands and converting it into successful business model.
- Interacting-providing information/solutions to the queries made by the clients.
- Accountable for helping clients to define the process for accomplishing a certain project entailing people/ process management for accomplishing a change.
- Identifying/ developing new streams for long-term maintaining relationships with new/old customers to achieve repeat/ referral business.
- Mentoring, motivating and guiding team members.
- Maintaining relationship daily basis with Clients for the organization.

Assistant - Client Servicing, STRATEGIC DESIGNS PVT. LTD.. New Delhi

Aug. 2005 – Jul. 2008

- Responsible for Key account Management in terms of Airtel, Reliance, Hindware, ITC (Includes Wills, John Player, Miss Player), Walking Clients.
- Follow-ups & client servicing for the assigned projects including discussions with clients & to ensure timely completion of projects.
- Working & conceptualizing brand promotion strategy as required by the client and providing them a one stop solution for all their promotional & brands.
- Ensuring the quality resolution been given to the customer by cross checking on the alternate complaint and request in co-ordination required.

Core Qualifications

- Effective communicator with exceptional analytical & problem- solving skills.
- Strong leadership traits with the ability to bring out the best in others while creating a healthy and friendly work environment.
- Exhibits an honest work ethic with the ability to thrive in a fast-paced and time-sensitive environment with insightful academic knowledge.
- Provider of exceptional level of customer service and account management.
- Capable of building strong customer relationships through rapport and interaction.
- Can take detailed instructions execute them and inject as needed fresh and innovative adjustments resulting in goals that exceed expectations.
- The core responsibilities will be end-to-end communication with the clients.

- Able to manage multiple projects at one time and handling independently at ground level.
- Ensure timely billing and manage the revenue cycle from the client.
- Ensure delivery of committed deliverable. Capable of meeting tight deadlines and assigned targets.
- Reporting & follow-up with Clients.
- Planning and development of new projects with existing clients.
- Managing team, supervisors and subordinates on related projects.

Skills

1. **Effective Communication:**

- **Active Listening:** Understand client needs by listening attentively and asking clarifying questions.
- **Clear Articulation:** Express ideas and information clearly and concisely.

2. **Empathy:**

- **Understanding Clients:** Develop the ability to see situations from the client's perspective.
- **Emotional Intelligence:** Navigate and respond appropriately to clients' emotions and concerns.

3. **Relationship Building:**

- **Building Rapport:** Establish and maintain positive, long-term relationships with clients.
- **Networking:** Expand professional networks to foster new client opportunities.

4. **Problem-Solving:**

- **Analytical Thinking:** Evaluate situations, identify issues, and devise effective solutions.
- **Decision Making:** Make informed decisions that align with client goals and expectations.

5. **Time Management:**

- **Prioritization:** Manage multiple tasks efficiently and prioritize based on client urgency.
- **Meeting Deadlines:** Deliver work and responses within agreed-upon timelines.

6. **Negotiation Skills:**

- **Conflict Resolution:** Resolve conflicts diplomatically and find mutually agreeable solutions.
- **Negotiation Techniques:** Negotiate terms, contracts, and agreements effectively.

7. **Product/Service Knowledge:**

- **In-depth Understanding:** Develop comprehensive knowledge of the products or services offered to clients.
- **Continuous Learning:** Stay updated on industry trends and changes.
- **Transparency:** Keep clients informed and provide regular updates on relevant matters.
- **Quality Control:** Deliver high-quality work consistently to build trust with clients.

Date:-

(Naveen Sethi)