

KARTHIK SHANKAR NAIK

To make use of my interpersonal skills to achieve goals of the company that focuses on customer satisfaction and customer experience.

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PROFESSIONAL EXPERIENCE

Accenture Consulting Pvt. Ltd.

from Mar 2021 – Until now

Designation: General Case Manager

Roles and Responsibilities:

- Managing Portfolio of Australian client
- Assisting clients on troubleshooting IT related issues
- Interacting with the Australian clients over call and maintaining highest level of customer satisfaction.

Square Yards Consulting Pvt. Ltd. Qatar (Doha)

from Jan 2020- Aug 2020

Designation: Business Development Manager

Roles and Responsibilities:

- Client acquisition and Business Development by direct/indirect sales
- Identify customers give presentation and close the deal independently
- Exploring new Business Development opportunities by client relationship
- Having a good relationship with the NRI clients, providing them with end-end services
- Strong client focus including pre and post sales services for long term wealth retention
- Meeting NRI clients and giving investment solutions and designing portfolios for them.

Capricot Technologies Pvt.Ltd., Bangalore

from April 2018- December 2018

Designation: Business Development Executive

Roles and Responsibilities:

- Responsible for selling software (Trimble, Bentley, Adobe)
- Providing accurate information about the interaction made with customer
- Long-term relationship with customers and maintaining high customer satisfaction levels
- Maintain record of all customer communication
- Ensure customer engagement and technology adoption to achieve customer objectives
- Maintain and expand the company's database of prospects.

Asset Desk Pvt.Ltd., Bangalore

from November 2017- March 2018

Designation: Business Development Executive-L2

Roles and Responsibilities:

- Providing accurate information about the interaction made with customer
- Long-term relationship with customers and maintaining high customer satisfaction levels
- Maintain record of all customer communication
- Ensure customer engagement and technology adoption to achieve customer objectives
- Handling team members and assisting them in achieving revenue targets
- Carrying out necessary planning in order to implement operational changes
- Maintain and expand the company's database of prospects

Asset Desk Pvt.Ltd., Bangalore

from September 2016- October 2017

Designation: Business Development Executive-L1

Roles and Responsibilities:

- Responsible for Generating leads, closing new business opportunities
- Active participation in the planning and execution of company marketing activities providing vital input based on the interactions with prospects
- Overcoming objections of prospective customers
- Providing value added service by ensuring high customer satisfaction level and maintaining a long-term relationship with customers.

EDUCATIONAL QUALIFICATION_____

Examination	Institution	% of marks obtained	Year of passing
Post-Graduation Diploma	Frankfinn Institute	Certification Course	2019
B.E in Computer Science	Rajiv Gandhi Institute of Technology	69.57%	2016
PUC	KLES IND P U College	72.16%	2012
SSLC	Assumption English School	80.48%	2010

ACHIEVEMENTS

- Certified **Front Office Associate at Level-4** from **Frankfinn Aviation Services** under **National Skill Development Corporation Program India in 2019**
- Participated in the "**Udaan Program**" conducted by **Frankfinn Institute** and was recognized as **Best Customer Relationship Executive** in 2019.
- Secured "**A**" grade in technical support-help desk exam conducted by **National Skill Development Corporation Under Skill India Program** in 2017.
- "**3rd place**" in project exhibition competition conducted by **AICTE(Delhi)** in the year 2016
- Secured "**3rd place**" in project exhibition competition conducted by **Gitam University** in the year 2016.

ADDITIONAL INFORMATION

- Committee member of **Entrepreneurship (E-Cell)** and **Aurora (Cultural Committee)**
- **Rotaract Club** Committee member
- Assisted the Launch of **VK_FRAMES** Event Management firm. Bengaluru, Karnataka.

