

# Jyoti M Shirur

Address: Dubai, UAE.

Mobile # 0554773473

E-mail : [jyoshirur@gmail.com](mailto:jyoshirur@gmail.com)



## OBJECTIVE:

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Secure a position as Key Account Lead/Sales Executive with a well-established organization that will utilize my exceptional organizational skills, education, with 5 years of rich Experience in Service Level Industry and management skills that will help me continue to grow in my career.

## KEY SKILLS:

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|--------------------------------|--|
| ▪ Account Management           | ▪ Adaptability                           |
| ▪ Online Marketing             | ▪ Flexibility                            |
| ▪ Sales & Marketing Management | ▪ Service request Management             |
| ▪ Client Account Management    |  |
| ▪ Vendor Management            | ▪ Revenue Generation                     |
| ▪ Email Marketing              | ▪ Team Management                        |
|                                | ▪ Working as Independent and Team Player |
| ▪ Report Generation            | ▪ Good Experience in Coordination        |
|                                | ▪ Effective Communication Skills         |
| ▪ Billing/Invoicing Support    | ▪ Handling matters with Confidence       |
| ▪ Risk Taking                  |  |

## PROFESSIONAL WORK HISTORY:

❖ **October 15<sup>th</sup> 2019 to till today(UAE-Dubai)**

### Client Relationship Officer

### Phoenix Capital Document Clearing Service

- Building long-term relationships with key clients.
- Addressing customer concerns and complaints.
- Schedule regular meetings with customers to ensure they are satisfied
- Act as point of contact for complaints and escalate issues as appropriate
- Ensure both the company and clients adhere to contract terms
- Collaborate with internal teams
- Sending day to day report
- Following up with clients via calls and Emails.

❖ July 2017 to August 2019



## SalesboxAI Marketing solution

**Key Account Lead**

### **Responsibilities:**

- Operating as the lead point of contact for any and all matters specific to Clients
- Building and maintaining strong, long-lasting customer relationships
- Overseeing customer account management, including reiterating on the terms of Contracts, agreements, and delivering as expected by Client
- Serving as the lead point of contact for all customer account management matters
- Building and maintaining strong, long-lasting client relationships
- Developing trusted advisor relationships with key accounts, customer stakeholders and executive sponsors
- Ensuring the timely and successful delivery of our solutions according to customer needs and objectives
- Clearly communicate the progress meeting of monthly/quarterly initiatives to internal and external stakeholders
- Forecasting and tracking key account metrics (e.g. quarterly sales results and annual forecasts)
- Preparing reports on account status
- Collaborating with sales team to identify and grow opportunities within territory assisting with challenging client requests or issue escalations as needed

❖ March 2016 to June 2017

## Zeal Integrated Marketing Solution



**Assistant Manager**

### **Responsibilities:**

- Work with management team to identify and evaluate market, new target clients
- Work with management team to develop and implement strategic sales plan
- Identify and evaluate specific new profitable business opportunities
- Achieve own sales target and lead team to achieve team target and/or overall company target
- Initiate and complete proposals and presentation for new business opportunities
- Work with internal teams to deliver outstanding presentation to capture profitable business opportunity
- To maintain an excellent client relationship with existing and potential client
- Managed a Contingent Workforce program that involves many different end-clients means developing a solution that is both agile and innovative.
- Varying needs surrounding Compliance, SLAs and MSAs were all incorporated into this custom designed solution

❖ November 2012 to January 2016

Sales Executive/Customer Support

24/7 Inc,  
[24]7

**Responsibilities:**

- Conducted upselling & cross selling an entire gamut of products like major home / kitchen appliances, lawn movers, accessories of electronic products, tools used on day-to-day basis at homes or renovation of homes.
- Interacted via call/chat to international customers and handled upselling & cross selling products, which included Apparels, Home renovation packages motors.
- Used salesforce tool (ticket raising system) to track the queries /issues of customers and resolved within TAT/SLA

**ACADEMIC QUALIFICATIONS:**

Qualification	Institute	Year of Passing
MCA	University of Bangalore	2012

**PERSONAL DATA:**

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Father	:	Muthanna Shirur
Date of Birth	:	30 <sup>th</sup> , December 1987.
Passport No	:	N9328981
Marital Status	:	Single

**LANGUAGES:**

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- English
  - Hindi
  - Kannada
  - Telugu
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**Awards and Accreditations:**

- Was awarded as the Best performer of the TEAM @ 24/7
  - Was Awarded as Efficient Performer @ 24/7
  - Was Awarded as Efficient Performer of the month many times during the tenure @ 24/7
  - Professional certified courses in Advanced Lead Generation
  - Represented state in numerous basketball, Netball, and University Matches.
  - Have completed Black belt in Taekwondo (Korean Art)
  - Have won Bronze and silver medals in nationals and open International Taekwondo Championships.
  - Have completed C certificate from NCC
  - Have been the sports Secretary of college
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