

AKANKSHA ARORA

Email: akankshaarora249@gmail.com

Contact Number: 8908298099

Address: Bangalore, Karnataka, 560076

WORK EXPERIENCE

Seller Partner – Amazon

(Aug 2021)

- Demonstrated an end to end ownership of every seller interaction coupled with proactive problem solving and provides exceptional support to sellers.
- Provided support to the sellers via calls and emails.
- Provided service to Amazon Sellers and Merchants including the appropriate escalation of Sellers' issues.
- Maintained the account of the IN Sellers.

Renewals Specialist- Byju's

(Sept 2020-June 2021)

- Pursued timely interactions with existing clients to gauge satisfaction, resolve objections and secure contract renewals.
- Validated experiences of all parties involved in sales, including sales agents and customers to develop actionable insights into factors determining success or failure of renewal attempts.
- Verified and updated customer account information within contact relations management software to facilitate communication and strengthen relationships with customers.
- Managed complex sales funnel according to business plan designed to accelerate sales growth.
- Identified customer requirements, uncovered roadblocks and demonstrated strong account management and commercial capabilities to drive renewal to on-time closure.
- Resolved problems with high-profile customers to maintain relationships and increase return customer base.
- Managed accounts to retain existing relationships and grow share of business.

***Financial Advisor- ICICI Prudential Life Insurance
(June 2019-November2020)***

- Meeting prospective clients by the leads provided by the organization.
- Making a financial plan for the customers.
- Building and maintaining a client base.
- Educating customers about the products and services provided by the company.
- Educating customers about the products and services provided by the company.
- Consulted with clients to assess and meet short- and long-term financial goal.
- Counselling clients on profitable strategies to support informed decision-making on investments, financing and partner sourcing.
- Developed and deepened relationships with new and existing clients to advance progress and improve business.
- Explained advantages and disadvantages of available financial products to customers to maximize satisfaction.
- Helped individuals and families build and execute wealth management strategies based on unique goals and objectives.
- Educated clients on various financial matters and provided professional recommendations on investment opportunities, products and services based on each clients' individual needs.

PROJECT

Effect of deceptive advertisement on consumer loyalty of McDonald's, Bangalore.

KEY SKILLS AND COMPETENCIES

- Sales force
- MS Office
- Content writing

EDUCATION

MBA (marketing) – Ramaiah Institute of Management Studies, Bangalore, Karnataka. (2017-2019)

BBA (marketing) – Ravenshaw University, Cuttack, Odisha. (2013-2016)

St Joseph's Girls' High School, Cuttack, Odisha. (2013)

CERTIFICATIONS

Digital Marketing.