

Bharath Kumar

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I am a highly experienced Client Account Manager with a demonstrated history of working in the Information Technology and service industry. Having an experience as City lead-operations in a newly started City for a 6-month duration. Up-skilling my-self by Pursuing MBA at Liverpool Business School.

"I have worked with Bharath for over a year during which he has worked as an associate operations manager. I have been consistently impressed with his motivation, customer-oriented attitude which reflects in his decisions, stakeholder management and his out of the box thinking. He is a quick learner and is always ready to take initiatives. I am confident that he will establish positive relationships with the stakeholders he is working with and will be an asset to any employer. – Jashandeep Kamboj, Senior Program Manager, Zest Money"

SKILLS

Brand management, Customer Relationship Management (CRM), Sales Operations Professional, Customer Service, Business Relationship Management, Team Leadership, Redmine, Salesforce, ERP, Vendor Management

EXPERIENCE

MYGATE [VIVISH TECHNOLOGIES PVT LTD]

HYDERABAD,INDIA

Client Account Manager

Sep 2019 to Date

- Handled more than 300 clients including premium clients and brands.
- Managed a team of 10 Client Service Associates and 2 Client Account Managers
- Developed trust relationships with a portfolio of major clients to ensure they do not turn to competition.
- Developed Strong Communications skills by going on appointments to make personal contact with clients.
- Expanded the relationships with existing customers by continuously proposing solutions that meet their objectives.
- Responsible for up-selling current customers to use additional ERP Software.
- Resolve any issues and problems faced by customers and deal with complaints to maintain trust.
- Play an integral part in generating new sales that will turn into long-lasting relationships.
- Prepare regular reports of progress and forecasts to internal and external stakeholders using key account metrics.

NESTAWAY TECHNOLOGIES PVT LTD

HYDERABAD,INDIA

Zonal Relationship Manager

Dec 2018 to Sep 2019

- Understand customer needs and develop plans to address them
- Resolve customer complaints quickly and effectively
- Connecting and generating new leads and sharing them with the sales team.
- Accounts and contract Management and responsible for processing monthly payments on time.
- Greatly developed Customer Service, client Management and Inter-personnel skills
- High on P&L focused and to drive result.

NESTAWAY TECHNOLOGIES PVT LTD

HYDERABAD,INDIA

Associate Operations Manager

Aug 2018 to Nov 2018

- Delivered operational excellence in tangible form of controls improvement and automation leading to productivity
- Managed a team of 6 Area Property Managers responsible for smooth operations in onboarding and offboarding customers.

NESTAWAY TECHNOLOGIES PVT LTD

HYDERABAD,INDIA

Area Operations Manager

Jun 2017 to July 2018

- Operations management followed by Onboard/offboard customers
- Coordinated with stake holders and Vendors to resolve queries in timely manner.
- Responsible for maintaining best customer experience.

EDUCATION

PG PROGRAM IN MANAGEMENT [Operations and Supply Chain Management] GHAZIABAD, INDIA

Institute of Management Technology (Pursuing)

Sept 2020 to July 2021

B tech- CIVIL ENGINEERING

HYDERABAD, INDIA

CMR College of Engineering and Technology

June 2013 to May 2017

ADDITIONAL INFORMATION - Honors & awards

- **City lead- Operations:** Honored to take up the challenge to handle entire new city operations as a secondary role for the Bhubaneswar City. Exciting is that I had to construct from scratch and responsible for process improvement.
 - **Piloting Initiatives:** Honored by the opportunity given to pilot new verticals/initiatives in Hyderabad City. This experience has greatly developed strategy, Inter-personnel, Communication, Critical thinking.
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