SACHIN KUMAR

Project & Key Account Manager

Experienced and professional IT **Project Manager & Key Account Manager** with over **seven years** of valuable experience in monitoring project performance & key accounts to ensure company success.

Familiar and adept in working with engineering, various tech stacks used in **Websites, Mobile apps or software developments**, Change management, and business transformation. Reputation for continually achieving on time and under-budget performance goals and keeping the project/product in profits.

Accustomed to **handling IT support, managing IT projects, and supporting various engineering departments** with IT tools and applications. Bringing forth a motivated attitude and the ability to establish strong and productive relationships with the client for long term mutual beneficial business engagements.

Professional Experience

December 2020–Present
Project Manager and Key Account Manager

Quy Technologies Pvt. Ltd.

- Project management in agile methodology or on T&M mode. Working on latest tech projects like Block chain, NFT, marketplaces, AR, VR, AI, ML, Gaming /Unity3D & Software development – Project Management
- Develop and maintain strategic long-term trusting relationships between the client and the company – Client relationship management
- Research business or customer wants and needs in order to help them grow in the market – Market research management
- Suggest solutions that answer clients' needs and wants – Solution management
- Ensure the ordered products/services are delivered in a timely manner – Project/Services management
- Serve as a contact point for you and internal teams – Project Management
- Resolve complaints in an effective and respectful way – Client Retention
- Gather report and communicate your feedback on service, technology and product delivery – Process Management
- Measure, track and analyze key account metrics, new project discussions, Add-ons/Change requests, sales and payments – Key Account Management
- Keep abreast with industry and market trends and best practices – Industry Trend Management
- Assisting the client in case of any escalation/issues with the project delivery team – Escalations Management

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road, Krishna Nagar
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+918810675201

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LinkedIn

SKILLS :

Project Management
Project support
Key account management
Product and service sales
Client satisfaction-driven
Team leadership and collaboration
Account management
Risk identification
Waterfall methodology
Written Communication
Dependable and Responsible
Scrum master

SOFTWARES :

Jira
Trello
Zoho Projects
Basecamp
Confluence
ServiceNow
MS Office
Google Sheets

October 2019–December 2020
Senior Manager

Mrmmbs Vision Pvt Ltd

- Managing Websites and Mobile Applications development projects in waterfall methodologies or sprints – Project management
- Managing the entire sales & marketing team of the company which includes new accounts and support team – Team Management
- Managing the in-house digital marketing team, design & development team and Email lead generation team – Team Management
- Generating more revenues from the existing clients, account management, proposal submissions, document preparations and support via mails, chat & phone – Client and Business Management
- Managing live chat of the company's website, one to one chat with online visitors – Customer Service Management

September 2015– August 2019
Team Leader

WeblinkIndia Pvt. Ltd.

- Project management of open platform projects like WordPress, Shopify, Woo commerce, Magento, Drupal and some custom websites projects on PHP & MySQL dB.
- Digital Marketing service management like SEO/SMO/Fb Ads, PPC, Google paid Ads, Instagram, etc – Project Management
- Leading the sales and marketing team to add clients the company's portfolio. – Team Management
- Working closely with the new sales team of the company to add new clients to the company's portfolio – Team Management
- To maintain the client relationship to get the maximum output for the clients and the company in terms of business output which also includes maintaining website/app/ERP system/Suggesting new features to the existing clients/Add-ons/Change requests. – Client Relationship Management & Key Account Management
- To handle a team of client relationship managers responsible to handle the existing clients and generating revenue through renewals/add-ons/new projects – Team Management

March 2015– August 2015
Customer Sales Representative

Axiom BPM Services Pvt Ltd

- To attend customer's request for getting personal loans over mail/chat and phone (US based).
- To help the customers to improve their credit scores.
- To provide technical support via mail/chat/phone.

Education

Kurukshetra University, NCIT college – Panipat, Haryana
2010 – 2014

- Graduated in B.Tech (EEE) – First Division
- Member of Student association
- Member of College Dance group
- Member of College Cricket team
- Captain of Basketball college team

Mother Teresa Public School - Preet Vihar, Delhi
2009-2010

- Senior school certificate examination of CBSE with 60%
- XII with subjects – PCM
- Studied Engineering drawing as a subject

Mother Teresa Public School - Preet Vihar, Delhi
2007-2008

- Secondary School certificate of CBSE with 78%
- Member of dance group
- Member and captain of cricket team
- Captain of Basketball team

Knowledge Box

- Basic Auto CAD, Paint and some professional tools like Google Analytics, Spread sheets, SEO auditors, etc.
- MS ACCESS Microsoft Office Word, Microsoft Office Excel, Microsoft Office Power Point
- Internet Browsing, Email marketing, data research, online information gathering.
- Technical knowledge of website/Mobile apps designing and developments, Like Ecommerce, Portals, dynamic, static, open source platforms.
- Basic technical knowledge of mobile application designing and developments, Like Unity game development, AI apps, VR apps, ML apps, NFTs, Marketplaces, block chains.

Project References

Projects without sharing the client details can be shared.

DECLARATION: I do hereby declare that the above information is true to the best of my knowledge.

Place: Delhi, India
Sachin Kumar