

**Profile Summary**

A results-driven professional with 13+ years of experience across multidisciplinary roles. Client Relationship Management, Business Development Manager, Customer Service, Online Catalog Management, Operations Management, and Stock Management. E-Commerce, Internet technologies, Data Management, Data-Points Upload on Backend, Order Fulfillment & Replenishment. Employee portal of uniform distribution, Handle E Catalogues for Amazon and Flipkart, i was accountable for managing a corporate gifting solutions & loyalty program by servicing and maintaining relationship with an eclectic mix of enterprise clients to attain the objectives of increasing user adoption of our platform services and scaling top-line by leveraging a metrics-oriented approach for a listed e-commerce/digital payments provider. as a business development specialist in the product growth team.

Areas Of Expertise	
Customer Relationship Management	●●●○○
E commerce Portal management	●●●○○
Visualization & Reporting	●●●○○
Rewards and loyalty program management	●●●○○
Digital Orders & Payment Engagement	●●●○○
Program Management	●●●○○
Large order fulfillment and Full order cycle management	●●●○○

**Job Responsibilities**



Presently working with Infibeam Avenues as Manager Client Relationship since September 2018

**Job Responsibilities**

- Maintains relationships with clients by providing support, information, and guidance researching and recommending new opportunities, and recommending profit and service improvements.
- Contributes to team effort by accomplishing related results as needed.
- Make initial customer contact through visits or cold calls. Identify each potential customers needs.
- Manage account management and extension activities, getting more business from existing clients.
- Ensure appropriate and timely delivery of service and orders.
- Prepare sales reports by analyzing and summarizing information.
- Challenge objections to getting the customer to buy a product.
- Communication to clients – Email, Phone, Web, Meeting for business, closures, review, and escalation.
- Escalation Handling with professionalism and closed within timelines
- Ensure Billing is done on time for all Corporate accounts. Ensure Payment is coming on time from all accounts.
- Product information & catalogue management for reward programs: products, prices, margins
- Assisted client in resolving service process conflicts.
- Tracking and monitoring quotes tracker & responding to RFQ
- Negotiation with clients on quotations & their conversion

- Understand more opportunities within the client and increase business from the client
- Optimizing referral programs/email outreach campaigns.

### Client Handling & Projects

- **Asian Paints**- 75 Cr. Business in 2018. Dealer, distributor contractors, and painters loyalty and scheme handling and distribution of painters uniforms and t-shirts. we have done 10000+ t-shirt orders for the APL with the client logo in the 2-month lead time.
- **L&T** -we have done 10 CR per year business handling multiple orders in various categories, like white goods, apparel and voucher, and bank cards.
- Other clients which I have are **Star union Daichi**, **India first life insurance** and **Walplast**
- We have done business growth from the above client 20% to 30% in a year and signed the annual contract with them.
- The company have promoted me last year and now I am handling Business Development Manager profile and added to a new client the **Berger Paint** and **Astral Adhesive**

### TOTAL EXPERIENCE:

Worked with CNV LABS & TECHNOLOGIES Pvt Ltd as Key Account Manager from Aug 2016 to Aug 2018.



### Job Responsibilities

- ERP Implementation Operation at Client Side implement new module to handle their CSR activities.
- Maintain professional and technical knowledge by attending educational workshops.
- Maintains relationships with clients by providing support, information, and guidance; researching and recommending new opportunities; recommending profit and service improvements.
- Contributes to team effort by accomplishing related results as needed.
- Make initial customer contact through visits or cold calls. Identify each potential customer's needs.
- Ensure appropriate and timely delivery of service and orders.

### TOTAL EXPERIENCE:

Worked with Corp One P.C & A Pvt. Ltd as Online Catalog Manager from May 2012 to July 2016.



### Job Responsibilities

- Creating new SKU for each Product, keeping the track of Product code creation & Modification in DB.
- Verifies the Product data sheet & Price Modification form with the existing Database On the Website.
- Create emails, category pages, brand stores, and campaigns, and develop and manage.
- Regularly develop, test, and analyze new merchandising tactics that sell products across all categories and increase conversion rates, documenting the results and sharing best practices with the team Preparing All kinds of Sales Reports like Weekly Report, MIS Report
- Removal of Discontinued products first from the Clients catalog with the help of Sales Admin.
- Releasing purchase order, following up for the materials from vendors & familiar with ERP.
- Regular follow up with vendors for timely delivery of materials.
- Negotiation with the vendor regarding price, quality & delivery.
- Inventory control
- Updating the price list of various suppliers and comparing the prices.

## Client Handling & Projects

- **Cummins India Ltd**- Project Name- Employee uniform distribution 3 Years (2012 to 2015). 5000+ employees (Male & Female) uniforms set distribution (3 sates uniforms per employee)
- Distribution- Employee data collection with size and uniform choice, and sent the brand for making uniforms. uniforms packed as per the data and handed over to the individual employees and replacement of the size issue also.
- **Apollo Tyres**- Merchandise products Portal and Uniform distribution for 2 years only male employees
- **TATA Communications**- Merchandise products Portal and other offline of various Products
- **Bajaj Allianz**- Merchandise products and lots of offline orders of customize products
- **Bajaj Finance**- we have did 9000+ Shirt orders for the BFL with the client logo in the 45 days lead time.
- I have received appreciation mail and letter from the clients for fulfilling high-priority orders on time.

## TOTAL EXPERIENCE:



Worked with “**Johareez Pvt. Ltd**” as Product Manager since March 2009 to April 2012.

## Job Responsibilities

- Prepares reports by collecting, analyzing, and summarizing information.
- Sells products by establishing contact and developing relationships with prospects, recommending solutions
- Identifies business opportunities by identifying prospects and evaluating their position in the industry.
- Researching and analyzing sales options.
- Preparing All kinds of Sales Reports like Weekly reports, MIS Report
- Regular follow-up with vendors for timely delivery of materials.

## EDUCATIONAL QUALIFICATION:

- ⊞ Passed BCOM with 2<sup>nd</sup> class from Rajasthan University in (2005)
- ⊞ Passed H.S.C with 2<sup>nd</sup> class from Rajasthan Board, Ajmer in (2002)
- ⊞ Passed S.S.C with 2<sup>nd</sup> class Rajasthan Board, Ajmer in (2000)

## COMPUTER SOFTWARE KNOWLEDGE:

Software Engineering (GNIIT) From NIIT. (2005 to 2009)

## CERTIFICATION COURSE:

- Windows OS: MSDos, Windows98, WindowsXP Prof, Windows 2000 Professional, Server, Adv. Server, Windows 2003.
- DTP Packages: MS Word, Excel, Power Point, Adobe PageMaker, Adobe Photoshop.

## COMPUTER HARDWARE KNOWLEDGE:

- Antivirus installation. (Symantec Corporate Edition 8.0, Quick Heal 9.0) Backup and restore.
- Installation, Configuration and Management of Computers Printers (LaserJet).

- Installation of updates / patches / bug fixes of business applications.
- Documentation for all the activities & procedures according to the company standard.

**PERSONAL DETAILS:**

**Name** : Imran IbrahimKhan  
**Date of Birth** : May 10th,1984  
**Marital Status** :Married

**LINGUISTIC CAPABILITIES:**

English & Hindi

**I shall be highly obliged if you could give me a chance to work in your organization. I promise to be sincere and hardworking. A waiting a positive reply from you.**

**Imran Khan**