

MUKESH KHANNA

+91-964-378-7669 / mukesh.khanna551@gmail.com

Dynamic and a versatile professional with 7 years of experience in managing Key Accounts, Business Development, Sales, Team and Operations. Experienced in creating win-win strategies for tapping new clients, driving customer retention plans & enhancing customer satisfaction. An excellent communicator with a strong sense of customer orientation, having exceeded customer's expectations through excellence delivering service delivery and quality norms.

SKILLS

- Business Development
- Sales
- Key Account Management
- Corporate Tie-Ups
- Market Research
- Competitor Analysis
- Process Streamlining
- Team Development and Leadership
- Product Promotion
- Software compliance
- Client relationship

EDUCATION

Post Graduate Diploma in Marketing Management (PGDMM)

Ishan Institute of Management & Technology (IIIMT), Greater Noida
2009

B.Com

Lucknow University, Lucknow
2007

TECHNICAL SKILLS

MS OFFICE

PERSONAL DETAILS

Address: B-22/7, R.D.S.O Colony,
Manak Nagar, Lucknow - 226011
Date of birth: 05/Oct/1985

WORK EXPERIENCE

OYO ROOMS, GURGAON | KEY ACCOUNT MANAGER (Sep'15-Jan'20)

- Winning back the eternity churned properties and handling some Operational activities which are directly linked with Churn Management.
- Mentoring a team of 10 members engaged in co-ordination with eternity churned owner and understanding their pain area.
- Understanding the bottle neck of the factors and routing the same to the concern team to validate and pushing for win back.
- Ensuring accomplishment of team targets.
- Analyzing and approving the queries raised by the city team i.e. Soldout applyl/Soldout removal. Making the property permanent block or making the property live again on request of city team. Removing owner blocking by coordinating with respective team.
- Streamlining the operational loopholes.
- Generating new leads by identifying potential properties through data mining.
- Identifying the potential of properties; pitching and negotiating with partners. Finalising the contracts on Sales force enterprise edition.
- Establishing strong business relations with clients; understanding the concern and resolving the issues.
- Adjusting favorable Take Rates while making corporate bookings so as to generate good revenue for the company.

Denave India Pvt. Ltd., Noida | SMB Manager (Jan'15- Sep'15)

- Acquired new clients for software asset management services and ensured accomplishment of Quarterly and Annual Revenue Targets.
- Built and maintained a constant future revenue pipeline.

Solutions Digitas, New Delhi | Relationship Executive (Jan'09-Dec'10)

- Organized health activities at different Corporate, Gymnasiums and RWA.
- Looked after the management of the entire program, and provided the detailed report of the same to the Head office.
- Contributed in the total sales and worked towards achieving company targets.