



Sachin Yadav

Senior Key Accounts Manager- Client Services

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5+ Years of Client Servicing experience in Client Management, Client Retention, Customer Communication, Team Handling, Email Marketing and Renewals.

WORK EXPERIENCE

Senior Key Account Manager CollegeSearch

06/2017 – Present Gurgaon

CollegeSearch is one of the country's largest education platform used by over 3 million students and 5000 colleges. The company's algorithm sorts colleges on a variety of quantitative and qualitative factors including SmartQuotient (TM) to provide a student with the most relevant results. The portal also allows users to compare colleges and get access to alumni reviews.

Achievements/Tasks

- Managing end to end client's operations from Client Onboarding, Client Management to Client Retention.
- Heading the Client Services vertical with 2 Account Managers and 7 counselors.
- Reading through rankings, visits etc. to assess areas of potential improvement and optimize of campaigns.
- Extensively develop and design client specific communication for delivering the campaigns such as E mailers, Web Notifications, Re-targeting etc.
- Handling multiple KRAs ranging from improving the response rate of student applications to the relevancy of applications to course and college.
- Reporting directly to Co-founder and CEO.
- Promoted to Senior role within 1 year of service.

SKILLS

Client Servicing

Interpersonal

Analytical

Communication

Problem Solving

Client Retention

PAST WORK EXPERIENCE

Training coordinator NIIT Ltd.

2013 – 2017

Gurgaon

Tasks/Achievements

- Work on regular customer requests, query and complaints.
- Handle critical, major and minor issues arising and provide solutions within SLA.
- Prepare bi-monthly invoice report.
- Evaluate and analyze feedback from program participants and make recommendation on training material and methodology.
- Generate, maintain and analyze Quality and Client Service reports.
- Coordinate with training participant and understand their requirement.

CERTIFICATES

Microsoft DreamSpark Yatra

Microsoft Corporation

Web Technology & Web CMS:Joomla

I3indya Technologies

E-Week

Entrepreneurship Development Cell of our College

EDUCATION

B.Tech Dronacharya College of Engineering

2008 – 2012

Gurgaon

Courses

- Information Technology

AWARDS

Best Rookie Award (08/2017)

CollegeSearch

Star of the quarter

Name of the institution that issued/awarded it

- CollegeSearch, NIIT Ltd.

LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency

INTERESTS

Badminton

Cricket