



ANKIT JANGID

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Dubai, United Arab Emirates, ,



Profile

Driven and strategic professional with a passion for cultivating meaningful client relationships and maximizing account potential through insight-led engagement and solution-oriented thinking. Experienced in managing high-value key accounts, mapping stakeholder needs, and developing account strategies that align with client objectives and broader business goals. Proven ability to drive sales growth by identifying upselling and cross-selling opportunities, securing long-term partnerships, and delivering value-driven solutions that enhance client satisfaction and profitability. Adept at navigating complex business dynamics, leading cross-functional collaboration, and serving as a trusted advisor to senior decision-makers.

KEY SKILLS

- Client Portfolio Management
- Business Growth Strategies
- Client Relationship Building
- Account Optimization
- IT & Cloud Sales
- Customized Solutions Delivery
- Purchase Order Placement
- Client Engagement & Satisfaction
- Contract Structuring & Negotiation
- Revenue Maximization
- Project & Risk Management
- Strategic Account Planning
- Client Onboarding & Retention
- CRM & Pipeline Management
- Sales Forecasting & Reporting
- SaaS Selling & GTM Strategy

Employment History

Key Account Manager , Etisalat, Dubai, United Arab Emirates

August, 2024 - Present

- Overseeing key client portfolios, surpassing business objectives and driving growth through proactive engagement and account optimization.
- Cultivating strong, long-term client relationships by delivering customized solutions, conducting regular reviews, and addressing issues promptly.
- Leading end-to-end account activities including structuring deals, preparing proposals, finalizing contracts, and coordinating across teams for seamless execution.
- Analyzing account performance, monitoring industry trends and competitor movements, identifying new opportunities, and presenting strategic insights to leadership.
- Developing and executing account strategies, identifying key opportunities to maximize revenue potential and optimize client satisfaction.
- Building and leading high-performing teams across sales, marketing, and operations to ensure successful project delivery and exceptional customer experience.
- Identifying and mitigating risks to client relationships and contract renewals through proactive problem-solving and conflict resolution.
- Enhancing client onboarding processes, ensuring smooth transitions and long-term partnerships by setting clear expectations and delivering on promises.
- Leveraging CRM tools to track client interactions, forecast sales, and manage pipelines, ensuring timely follow-ups and revenue growth.
- Conducting in-depth business reviews with clients to assess needs, gather feedback, and adapt strategies to continuously align with evolving goals.
- Driving cross-sell and up-sell opportunities, leveraging deep product knowledge to introduce new solutions that add value to client accounts.
- Spearheading IT and Cloud/SaaS sales by understanding client needs, demonstrating product value, and delivering tailored technology solutions.

Relationship Manager , Magma HDI General Insurance Co., Jaipur, India

April, 2023 - June, 2024

- Cultivated long-term relationships with clients and partners, achieving a 90% client retention rate.
- Led cross-functional initiatives to enhance service delivery, reducing client query resolution time by 30%.
- Coached and trained team members, improving customer relationship skills and boosting team performance by 25%.
- Analyzed performance data and presented insights to senior leadership to drive informed business strategies.
- Identified upselling and cross-selling opportunities, increasing revenue by 18% through strategic account management.
- Implemented customer feedback loops to identify pain points and proactively improve service quality and client retention.
- Developed customized solutions based on client needs, increasing customer satisfaction and long-term account value.
- Collaborated with marketing and product teams to align client expectations with service capabilities, enhancing overall value delivery.

Assistant Manager , Reliance Jio, Jaipur, India

December, 2021 - March, 2023

- Facilitated operational activities, coached team members, and optimized cross-functional team performance.
- Partnered with leadership to execute strategic initiatives, drive business expansion, and monitor performance metrics.
- Managed B2B enterprise sales, acquiring 50+ new clients and expanding revenue by 22%.
- Displayed flexibility and initiative while contributing in autonomous roles and collaborative, cross-departmental settings.
- Streamlined internal processes, reducing operational inefficiencies and improving turnaround time for client deliverables.

- Leveraged data-driven insights to support decision-making and enhance strategic planning across business units.
- Built and nurtured high-value client relationships, resulting in increased client retention and upselling opportunities.
- Led IT sales, driving cloud and SaaS adoption by identifying client needs and providing solutions, resulting in high-value deals.

Customer Relationship Officer , Airtel, Jaipur, India

June, 2017 - December, 2021

- Managed customer accounts, resolving inquiries and maintaining accurate records, achieving a 98% customer satisfaction rate.
- Promoted products and services, driving engagement and contributing to a 10% increase in customer retention.
- Executed solution-based selling and managed B2B partnerships to increase client engagement and accelerate business growth.
- Onboarded, coached, and supported new team members; partnered with cross-functional teams to optimize workflows.
- Cultivated strong client relationships through proactive communication and strategic issue resolution.
- Streamlined support processes by implementing SOPs, reducing issue resolution time and enhancing customer experience.
- Drove sales and support of cloud and SaaS products, enhancing outcomes through customized solutions and building relationships.

 Education

Bachelor degree in Commerce
University of Rajasthan, 2018

12th, Central Board of Secondary Education, 2014

 Languages

- English
- Hindi

 Licenses & Certifications

Introduction to Generative AI
Google Cloud, 2024

Python Fundamentals (Beginners)
Great Learning Academy, 2024

Python for Machine Learning
Great Learning Academy, 2024

Power BI
Office Master, 2024

 Interest and Hobbies

Listening Music, Meeting New People & Watching Movies

Basic Details

GenderMale