

CURRICULUM VITAE

KIRTI SETHI

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- **Profile**

Results-driven and dedicated Business Relationship Manager with over 3 years of relevant experience and exceptional leadership skills. Proven ability to identify and assess customer needs, provide recommendations, and negotiate mutually beneficial agreements that grow businesses.

- **Career Objective**

- Seeking a responsible and challenging position with an opportunity for professional growth based on performance.
- To learn new areas with experience & to keep myself continuously updated to face new challenges which will enhance my skills and my capability to lead; so that I can contribute my best to the concern I work for.

- **Experience**

***Business Relationship Manager, Emeralds Business Management Pvt. Ltd.
(July-2020 to Present)***

- Built and maintained strategic relationships with business partners and communicated with key clients.
- Developed and maintained strong relationships with key stakeholders in the community to ensure a positive image of the company.
- Participated in overall business development activities.
- Initiated corporate meetings to introduce various products and services offered.
- I manage all client data, Student data, analyze new courses and provide the information to the student and also coordinate with universities, lineup meetings and showcase the business proposals and also to mentor new hires.
- Managed all aspects of account management including sales forecasting, budgeting and performance reporting.
- Provided timely responses to customer inquiries, complaints and requests for information or assistance (phone calls, emails, letters).
- Collaborated with marketing team on new product offerings based on client feedback and needs analysis.
- Identified and evaluated potential growth opportunities and led the in-house team.

A.T.E Enterprises Private Limited (April-2019 to July-2020)

- Developed and maintained strong relationships with key stakeholders in the community to ensure a positive image of the company.
- Participated in overall business development activities.
- Initiated corporate meetings to introduce various products and services offered.
- Analyzed products, service and customer data to provide a recommendation to invest in shares, banking, insurance, loan, mutual fund, bond, fixed deposits, products and services to the firm's customers and also to mentor new hires.
- Managed all aspects of account management including sales forecasting, budgeting and performance reporting.

- Provided timely responses to customer inquiries, complaints and requests for information or assistance (phone calls, emails, letters).
- Collaborated with marketing team on new product offerings based on client feedback and needs analysis.

Identified and evaluated potential growth opportunities and led the in-house team
Explorers, Travel Sales Executive (Jan-2017 to Feb-2019)

- Coordinate accommodations and itineraries for domestic trips for clients based on client's needs, budgets, and expectations.
- Coordinate B2B Sales of tour packages & hotel booking.

CRM Executive, Shopeling Internet Services (Oct-2015 to May-2016)

- Solve Customers Queries & Manage E-mail account as well.
- Manage meetings.
- Doing product listing on E-Platforms like Amazon, Flipkart, Snapdeal, etc.
- Manage backend of E-Platforms.

● ***Professional Qualification***

	Result	Year of Passing	University
Power BI		January 2021	Croma Campus
E-Accounting	A+	February 2019	IPLAP

● ***Education***

	Result(%)	Year of Passing	University
B.Com	51.2	October 2018	University of Delhi
H.S.C	59.8	March 2015	C.B.S.E.
S.S.C	66.0	March 2013	C.B.S.E.

● ***Software Skills***

- MS Office & MS Excel
- Working experience of Tally, MS Navision, Busy & Computax.

● ***Key Skills & Core Competencies***

- Management & Leadership
- Business Operations
- Effective Communication and Delegation
- Adaptability, Accountability & Determination
- Meticulous
- Collaboration & Teamwork

● ***Hobbies:***

➤ Personal Fitness and Cooking.

● ***Personal Details:***

- Date of Birth : 17th November, 1997
- Language Proficiency : English, Hindi & Punjabi
- Father's Name :Mr. Harish Sethi
- Mother's Name :Mrs. Harvinder Sethi
- Communication Address- : A-97/98, Flat No.6,
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