



Anurag Akhauri

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Detailed-oriented and vibrant professional possessing over 12 plus years of a verifiable track record in planning and executing Marketing, Customer Service and Operations strategies across domains such as Logistics Media, Events etc

PROFILE & VALUE

- Capacity to establish and maintain cooperative working relationships with a diverse group of people across multiple business units/companies, including personnel holding positions at varying levels.
- Excellent communication skills and ability to persuade using simple communications that convey complex concepts in a compelling, concise, and creative way.
- Demonstrated proficiency in leading and managing high performance, customer-focused team of Account Executives to deliver customer business value and solid customer relationships.

KEY COMPETENCE

Strategic Planning
 Team Management
 Customer Service
 Competitor Intelligence
 e-Commerce
 Media

EDUCATION & CREDENTIAL

Academia	<ul style="list-style-type: none"> • <i>P.G.D.M (Marketing) from IIMT</i>, Greater Noida, 2009 • <i>Bachelor of Business Administration (B.B.A)</i> from Bharti Vidyapeeth, Pune, 2006
Professional	<ul style="list-style-type: none"> • Seminar on Indian Rural Business Summit conducted by FICCI, New Delhi

CAREER PROGRESSION

February 2024 – September 2024

Standard R General Trading, Dubai
Manager (Business Relations)

- Maintain proper coordination with the supplier
- Prepare proper project plan
- Negotiate the best rate with Suppliers
- Maintain all email correspondence
- Coordinate with the Overseas office

September 2022 – February 2024

Freight Systems ,Dubai
Senior Executive (Operations)

- Prepare the costing of the Shipment
- Maintaining regular reports
- Coordinate with the supplier
- Coordinate with Overseas Branch
- Maintain the email correspondence

February 2019 – July 2022

**OPS Events ,Noida
Manager(Business Planning & Strategy)**

- Maintain proper coordination for the event
- Prepare proper project plan
- Prepare strategies for the event
- Plan coordinate and execute all event
- Prepare post analysis of the event
- Maintain effective communication
- Maintain relation with vendor and suppliers
- Manage event from start to end
- Guide and supervise every team member

March 2018 – December 2018

**Four Dimension ,Dubai
Team leader (Customer Service)**

- Maintained reports
- Maintained relations with the clients
- Monitor customer service
- Monitor day to day work of the team
- Point of contact for the clients

February 2013 – March 2018

**R Vision India Pvt Ltd(Media & Event) ,New
Delhi
Manager(Event Strategy)**

- Maintain relations with Clients
- Monitor the Marketing team
- Point of contact for the clients
- Maintain relation with influencers
- Guide the copywriting team
- Manage PR relations
- Guide and check the work of Content creatorss
- Monitor the working of team
- Guide and supervise every team member

January 2010 – January 2013

**BANK OF AMERICA, Gurgaon
Customer Service Executive**

Highlights

- Worked as a Executive in the US – Mortgage Processes and the Home Loan Product Portfolio.
- Solicited customer queries through call and emails, processed such queries, evaluated and chalked the best course of action.
- Was in constant touch with the US Clients, understanding their questions, and resolving issues within the agreed Turn Around Times.
- Managed and reduced customer churn by providing excellent technical support, customer service, and product knowledge.

ADDITIONAL INFORMATION

Date of Birth: 30th June 1986
Languages: English, Hindi