

# AMARPREET SINGH

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## CUSTOMER RELATIONS MANAGER - *leveraging 9+ years of experience*

Management professional with a consistent contribution in various industries in a customer facing role. Efficiently partners with key stakeholders to ensure plans, goals and metrics are consistently monitored and evaluated. Maximizes success rate by forging core leadership that augments process, communication, core values and the guest experience. Supports brand and marketing campaigns and sales initiatives in alignment with the overall business priorities and goals.

### PROFILE SUMMARY

- Well versed with Microsoft Office Suite, Oracle based systems, CIS system, and complaint resolution.
- Experience with process improvement, key business metrics, and KPIs.
- Demonstrated track record for meeting and exceeding sales objectives.
- Ability to coordinate the day-to-day operations in accordance with the established policies and procedures.

### CORE COMPETENCIES

- |                        |                       |                                          |
|------------------------|-----------------------|------------------------------------------|
| • Customer Service     | • Customer Experience | • Customer Relationship Management (CRM) |
| • Negotiation          | • Public Relations    | • Business-to-Business (B2B)             |
| • Complaint Management | • Customer Retention  | • Complaint Investigations               |

### PROFESSIONAL EXPERIENCE

#### Accenture, New Delhi

Jan. 2020 – Present

##### Customer Relations Manager

- Plan and monitor progress towards objectives.
- Manage the budget and spending for an assigned area.
- Research and resolve high-level, complicated customer complaints.
- Oversee daily operations, set unit goals, objectives, and standards.
- Identifying issues and implementing process and workflow changes.
- Recommend billing adjustments, review and analyze billing and exception statistics.
- Actively participate in projects surrounding freight, distribution, and 3rd party logistics companies.
- Work closely with major stakeholders on inventory optimization to attain short term and long term goals.
- Oversee changes in policies and procedures, ensure proper cash controls, and develop and manage projects.
- Manage services and functions related to front-line customer service, citizen assistance, and revenue processing.
- Identify and create policies, processes and procedures that increase efficiencies and optimize the distribution network in conjunction with distribution partners.
- Participate in the communication process between company's supply chain partners and all internal stakeholders to ensure constant availability of accurate information.
- Administer customer service operations, supervising multiple professional level employees, and provide second level supervision to employees in the customer service unit.

#### Tata Consultancy Services, Mumbai

July. 2018 – Nov. 2019

##### Customer Relations Manager

- Worked on day to day details with an eye toward the big picture.
- Built rapport with each client in order to increase retention and loyalty.

# Resume Client Relations Manager

**M Carnoy**



## **Resume Client Relations Manager:**

*Resumes and Cover Letters for Managers* Anne McKinney, 1999 Destined to become the bible for managers who want to make sure their resumes and cover letters open the maximum number of doors while helping them maximize in the salary negotiation process From office manager to CEO managers trying to relocate to or from these and other industries and fields will find helpful examples Banking Agriculture School Systems Human Resources Restaurants manufacturing Hospitality Industry Automotive Retail Telecommunications Police Force Dentistry Social Work Academic Affairs Non Profit Organizations Childcare Sales Sports Municipalities Rest Homes Medicine and Healthcare Business Operations Landscaping Customer Service MIS Quality Control Teaching the Arts and Self Employed      **The Complete Book of Resumes** Karen Schaffer, 2005-11-01 Crafting the perfect resume is the first step for job seekers And these days employers have tons of different filters to weed out candidates and narrow their hiring pool The Complete Book of Resumes is packed full of information on crafting a resumes and the kind of structure and language that will get an employer s immediate attention as well as tons of samples for readers to use as a guideline for success The Complete Book of Resumes includes information on How to begin if you re starting from scratch The profile or the most important part of your resume Work experience or What have I been doing all these years Punching it up how to make a good resume great The career transition resume chapter for brave souls You re just starting out Big leaps positioning yourself for jobs above your current level Including more than 300 resumes The Complete Book of Resumes is perfect for recent graduates or seasoned candidates with years of experience

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## **Table of Contents Resume Client Relations Manager**

1. Understanding the eBook Resume Client Relations Manager
  - The Rise of Digital Reading Resume Client Relations Manager
  - Advantages of eBooks Over Traditional Books
2. Identifying Resume Client Relations Manager
  - Exploring Different Genres
  - Considering Fiction vs. Non-Fiction
  - Determining Your Reading Goals
3. Choosing the Right eBook Platform
  - Popular eBook Platforms
  - Features to Look for in an Resume Client Relations Manager
  - User-Friendly Interface
4. Exploring eBook Recommendations from Resume Client Relations Manager
  - Personalized Recommendations
  - Resume Client Relations Manager User Reviews and Ratings
  - Resume Client Relations Manager and Bestseller Lists
5. Accessing Resume Client Relations Manager Free and Paid eBooks
  - Resume Client Relations Manager Public Domain eBooks
  - Resume Client Relations Manager eBook Subscription Services
  - Resume Client Relations Manager Budget-Friendly Options
6. Navigating Resume Client Relations Manager eBook Formats



- ePub, PDF, MOBI, and More
- Resume Client Relations Manager Compatibility with Devices
- Resume Client Relations Manager Enhanced eBook Features
- 7. Enhancing Your Reading Experience
  - Adjustable Fonts and Text Sizes of Resume Client Relations Manager
  - Highlighting and Note-Taking Resume Client Relations Manager
  - Interactive Elements Resume Client Relations Manager
- 8. Staying Engaged with Resume Client Relations Manager
  - Joining Online Reading Communities
  - Participating in Virtual Book Clubs
  - Following Authors and Publishers Resume Client Relations Manager
- 9. Balancing eBooks and Physical Books Resume Client Relations Manager
  - Benefits of a Digital Library
  - Creating a Diverse Reading Collection Resume Client Relations Manager
- 10. Overcoming Reading Challenges
  - Dealing with Digital Eye Strain
  - Minimizing Distractions
  - Managing Screen Time
- 11. Cultivating a Reading Routine Resume Client Relations Manager
  - Setting Reading Goals Resume Client Relations Manager
  - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Resume Client Relations Manager
  - Fact-Checking eBook Content of Resume Client Relations Manager
  - Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
  - Utilizing eBooks for Skill Development
  - Exploring Educational eBooks
- 14. Embracing eBook Trends
  - Integration of Multimedia Elements
  - Interactive and Gamified eBooks

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