

Sankalp Singh

Client Relations / Account Management / Customer Success / Stakeholder Management

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PROFESSIONAL SUMMARY

Client-facing professional with 2+ years of experience across Client Servicing, Customer Operations, and Business Development. Experienced in managing stakeholder relationships, developing proposals and presentations, coordinating cross-functional teams, and delivering solutions in fast-paced environments. Recognized for strong communication, commercial awareness, and the ability to understand client needs and translate business requirements into actionable outcomes

Core Competencies

Client Relationship Management • Account Management • Stakeholder Management • Business Communication • Proposal Development & Presentations • Cross-functional Collaboration • Project Coordination • Customer Success • Business Development • Problem Solving • CRM Systems • Microsoft Office Suite

PROFESSIONAL EXPERIENCE

IBFW Hospitality Pvt. Ltd. – Corporate Events

Assistant Manager – Client Servicing

- Served as the primary point of contact for corporate clients and managed end-to-end relationships.
- Developed proposals, presentations, and tailored solutions aligned with client objectives and budgets.
- Coordinated with creative, operational, and vendor teams to ensure successful project execution.
- Managed stakeholder expectations, production logistics, and project timelines.
- Analyzed project outcomes and prepared reports to support future planning and business growth.

Sapphire Human Solutions – Corporate Events

Client Servicing & Delegate Acquisition

- Managed B2B client interactions and relationship-building initiatives.
 - Collaborated with sales and lead-generation teams to drive delegate acquisition and business opportunities.
 - Conducted client meetings to understand requirements and present tailored event solutions.
 - Supported upselling initiatives and maintained ongoing stakeholder communication throughout the event lifecycle.
 - Coordinated with sales and marketing teams to ensure smooth execution of delegate acquisition campaigns.
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Tech Mahindra Global

Customer Operations – Australia | April 2024 – Jan 2025

- Resolved service, account, and application-related issues for international customers in a fast-paced, SLA-driven environment.
- Managed customer cases through CRM and ticketing systems, ensuring accurate documentation and timely resolution.
- Collaborated with cross-functional teams to resolve complex issues while maintaining service quality and customer satisfaction.

Accenture Global – United Kingdom

Dec 2025 – Present

Client Operations / Customer Experience Associate *(Official designation: Inbound Sales Representative)*

- Managed client interactions and end-to-end issue resolution for an international account.
- Coordinated with multiple teams to resolve complex issues while maintaining service standards.
- Utilized Salesforce and omnichannel platforms to manage cases and documentation.
- Maintained service quality in a high-volume, fast-paced environment.

Tools & Platforms

Salesforce (Case Management), Jira, CRM & Ticketing Systems, WFM/WFO, Citrix, Okta, Microsoft Excel, Word, PowerPoint

EDUCATION

MA GITA MAHESHWARI INTER COLLEGE
Higher Secondary School Certificate with Science

ACHARYA S S GAUTAM HSS PANDHRI HAMIRPUR
State Board of Uttar Pradesh of Secondary Education with English Language & Social Studies
