



# Harshita Jania

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## Professional Summary

Experienced professional with over 4.3 years of experience in the CRM side in new business development, customer services and relationship building. Successful at boosting portfolio growth, client retention and customer satisfaction using personable approach. Worked hand in hand with clients to pinpoint needs and tackle specific challenges to support goal achievements.

## Experience

### SENIOR EXECUTIVE (CRM AND SALES SUPPORT)

**YUSEN LOGISTICS (INDIA) PVT LTD | MARCH 2023 - OCTOBER-2024**

- Handling CRM software for North Region single handedly.
- Ensure CRM (Software used globally for data management) is updated on daily basis and with high-quality data for North Region (opportunities created on time with correct information)
- Data Analysis of CRM report for North Region by identifying the error and get it rectified by the job owners on time.
- Maintain weekly reports to present in HQ for different campaigns and trade lane.
- Ensure timely sharing of quotation to customer by working closely with the procurement team.
- Generating new business and maintained existing relationships with customers.
- Handle Air/Ocean Imports (FCL/LCL) for 15+key accounts
- Representing **Japan India Air campaign** on behave of regional sales team- Maintaining pipeline customers report for weekly review with HQ by consistently providing the timely updates from sales team.
- Monthly joint visit with sales to the key customers to maintain long run work relationship.
- Maintaining the deadline for Quotation submission along with reports
- Creating effective meeting agendas in order to capture appropriate key client requirements along with sales team.
- Coordinate with procurement and overseas agent for rates and bookings on daily basis.
- Communicate significant trends, rate changes and policies to assigned accounts.

## **CLIENT RELATION MANAGER**

**LOGPRO SUPPLY CHAIN SOLUTION PVT LTD | FEBRUARY 2022- DECEMBER 2022**

- Establish new and maintained existing client relation by delivering high quality services and following up sales closure.
- Ensure customer issues are attended to appropriately and efficiently.
- Evaluating team performance
- Ensuring payments are made on time.
- Managing the team responsible for logistics movement till the material reach on site.
- Handled import and export shipment via Air /Ocean by closely working with our partners and inhouse team with successful positive outcomes.
- Delivering quotes and proposals via email coordination
- Generated new business and maintained existing relationships with customers.
- Created effective meeting agendas in order to capture appropriate client information, needs, and concerns.
- Collaborate with logistics team to understand customer needs and requirements, in order to create solutions for efficiencies and cost savings.
- Price negotiation for domestic and international import export movements in order to provide cost saving.
- Led projects of Multimodal transportation and analyzed data to identify opportunities in order to provide best services.
- Client Meeting for more business opportunity
- Hold frequent performance review with team to ensure they are on track to achieve goals.

## **INSIDE SALES AND KEY ACCOUNT MANAGER**

### **LOGPRO SUPPLY CHAIN SOLUTION PVT LTD | AUGUST 2020- FEBRUARY 2022**

- To coordinate its interactions with customer and potential clients
- Secured high-value accounts through consultative selling, effective customer solutions to generate business opportunities.
- To leverage CRM in order to increase profits Managing Key Clients for attending any query related to 3PL solutions beginning from conceptualize the client's requirement.
- Meeting prospective clients for business opportunities
- Responsible for settling payment disputes of assigned customers.
- End to end customer/ client servicing with maintaining strong relationships with key clients.
- On boarded new clients for domestic as well as international freight forwarding
- Negotiation on pricing in order to provide cost saving for the company.
- Liaise with customers regularly to identify crucial & critical matters, resolving service issues within
- Maintaining TAT & KPIs for clients

## **Education**

### **MBA | 2018-2020 | CII SCHOOL OF LOGISTICS - AMITY UNIVERSITY, NOIDA**

- **Major:** Supply chain Management
- **Language:** German
- **Certification:** Certified in Quality Management System (ISO90001-Bsi)
- **Organized Sectorial Session:** Entrepreneurship Challenges & Strategies In Logistics & Supply Chain Sector in ICEIL
- **Internships:** Sales and Marketing –Beumer Group, Manesar

### **B.SC | FORENSIC SCIENCE | AMITY UNIVERSITY, GURGAON**

- **Major:** B.sc Forensic Science
- **Minor:** Psychology
- **Internships:** - CBI CFSL, New Delhi

## **Skills**

- Resilient and Multitasking
- Solution Selling & Negotiation
- Client Relationship Management
- Client Prospecting
- Reporting
- Data Analysis (CRM)