

SHASHANK JOSHI

Dubai, UAE | +971559221855 | joshishashank555@gmail.com | <https://www.linkedin.com/in/sforshaank/>



PERSONAL PROFILE

A results-driven professional with over 6 years of experience, skilled in customer success, client retention and account management. Strong expertise in operational efficiency, client relationship management, and strategic process improvement.

Certified in Basic Finance, Marketing Principles, and Accounting for Non-Majors.

Currently pursuing an MBA at the University of Wollongong in Dubai, seeking opportunities to apply my skills and contribute to organizational growth in a dynamic environment.

Core Competence

- Leadership: Transformational Leadership, Servant Leadership, Situational Leadership
- Interpersonal Skills: Communication, Relationship Building, Negotiation, Stakeholder Management.
- Productivity: Time Management, Organizational Skills, Operational Efficiency, process optimisation.
- Financial Operations: Accounts Receivable Management, Bank Reconciliation, Credit Control, Invoicing.
- Tools: MS Office Suit-365, Google Workspace, Adobe Suite, Premiere Pro, Canva, WordPress, Wix, SQL, SAP

Work Experience

Inside Sales and Customer Success Executive | Ibibo Group Pvt Ltd: Sep 2022 - May 2023

- Orchestrated strategic client engagement initiatives, closing more deals and boosting quarterly CSAT by 20%.
- Managed fleet operations, vendor management support, sales operation and technical support, CRM.
- Spearheaded client onboarding and relationship management, raising user satisfaction by 20% while slashing churn rates.
- Streamlined feedback analysis processes, formulating actionable goal plans that enhanced user experience.

Customer Support Specialist | Tern Aqua Tech LLP: Jul 2021 - Aug 2022

- Resolved over 50+ customer inquiries monthly regarding industrial, residential, and commercial sewage treatment plant (STP) solutions, achieving a 95% satisfaction rate.
- Provided tailored operational and maintenance guidance to 100+ clients, ensuring smooth functioning of wastewater treatment systems and compliance with environmental standards.
- Documented and managed a database of 200+ client interactions, feedback, and service requests to improve service delivery.
- Collaborated with engineering teams to address and resolve technical challenges, reducing issue resolution time by 20%.
- Educated customers on sustainability benefits and operational best practices, contributing to a 30% increase in client adoption of advanced treatment technologies.

Customer Support Associate | BM Gujarat Overseas: Jun 2019 - Jul 2021

- Drove local trade expansion efforts, achieving increment in annual revenue through market penetration.
- Analysed market trends and spearheaded lead generation, growing the client base by 20% within 15 months.
- Accelerated sales pipeline processes by leveraging CRM tools, boosting forecast accuracy and reducing lead response time.

Account Assistant | Aravali PG College: Jul 2017 - Jun 2019

- Managed accounts receivable functions, including invoice generation, payment follow-ups, and reconciliation.
- Performed monthly bank reconciliations and prepared financial reports for auditing purposes.
- Implemented effective credit control measures, reducing outstanding receivables by 15%.
- Ensured 100% audit compliance by meticulously maintaining financial records and supporting auditors.

Branch Relationship Officer | ICICI Bank Ltd: Jun 2015 - Apr 2016

- Built and maintained relationships with over 250+ clients, achieving a 40% increase in customer retention.
- Resolved 50+ customer queries weekly, ensuring 95% satisfaction and strict compliance with bank policies.
- Assisted in onboarding 100+ new customers, streamlining account setup processes and enhancing customer experience.
- Monitored branch operations, ensuring compliance with banking protocols, cash handling accuracy, operational efficiency.

Education

University Of Wollongong in Dubai – MBA Apr 2024 - Apr 2026
NIIT Institute of Finance Banking Insurance - Postgraduate Diploma Jan 2015 - Jun 2015
University College of Science - Bachelor`s degree Jun 2009 - Jun 2012

Certifications

- Principle of Basic Financial Accounting, IESE Business School, University of Navarra, Spain
- Marketing Practice for Non-Majors, University of North Texas USA
- Finance for Non-Finance Professionals, Rice University, Houston, USA

Interests: Podcasting, Storytelling, Proof Reading, Content Writing, Social Media Management, Public Speaking, Hosting Photography, Videography, Health & Sports Activity.