



Chirag Dua

Client & Relationship Manager

My Contact

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📍 Geeta Colony, Delhi - 110031

Core Skill

- Deliver impact & Seek growth
- High emotional resilience
- Lateral thinking
- Verbal & written communication
- Building collaborative relations
- Stakeholder & People management skills

Education Background

- Ambedkar University Delhi
Bachelor in Vocational Studies
Completed in 2020
- Vivekanand School
CBSE - XII (Humanities)
Completed in 2017

Achievements

- Certified Retail Department Manager by RASCI
- Achieved CEFR B2 in English Proficiency by British Council
- Awarded with Sales Enablement Certificate from Hubspot Academy
- Scholarship holder for excellent performance in studies in graduation

About Me

A keen, dexterous mind with a flair for learning & continuous improvement in self to actively contribute to the organization that inspires zeal and professionalism

Professional Experience

Sloshout | Client Relationship Expert

2021 Aug – Present

Key responsibilities:

- Developed and implemented comprehensive business strategies and marketing plans that complemented overall corporate operating plan.
- Conducted team meetings to reinforce goals and objectives and set clear expectations about policies & procedures.
- Met with clients, delivering presentations and educating on product and service features & offerings.

Reliance Retail | Assistant Store Manager (Trainee)

2021 Apr – 2021 Jul

Key responsibilities:

- Supervised daily operations & sales functions to maximize revenue, client satisfaction and employee productivity.
- Handled complaints, provided appropriate solutions and alternatives within appropriate timeframes, followed up to achieve resolution.
- Worked with inapplicable standards, policies & regulatory guidelines to promote safe working environment.

House Of Candy | Client Relations Executive

2020 Sep – 2021 Mar

Key responsibilities:

- Provided primary client support to internal and external stakeholders. Responded to comments, posts and questions from various channels.
- Maintained client satisfaction with forward-thinking strategies focused on addressing client needs and concerns.

Extra Curricular Activities

- I helped out at the 2018 RAI Summit.
- I had also been a member of the college festival's security team.
- I had represented my college at the RAI Summit 2020 in Mumbai.