

KUSHAL MITRA

CLIENT ACCOUNT MANAGEMENT PROFESSIONAL

A focused professional with over **2.5 years of experience**; targeting assignments in **Client Account Management / Business Analysis / Business Development** with a growth-oriented organization of high repute



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PROFILE SUMMARY

- **A goal-oriented professional with expertise in Client Account Management and Business Analysis**; successfully optimized business processes in previous roles
- **Skilled in identifying client needs & developing effective strategies** to build and maintain long-term relationships, resulting in high levels of customer satisfaction & loyalty
- **Prepared in-depth reports for various companies in US, MEA, and APAC** region by conducting market research on various domains like **Aerospace and Defense, Automobiles, Home and Property Improvement, Real Estate and Construction, Logistics, Healthcare and Diabetes, Hospitality and Tourism** and Financial Services and Investment Intelligence
- **Skilled at mapping business requirements, designing customized solutions** with strong analytical skills & analyze business practices & define optimal procedures
- **Proficient in conducting comprehensive business analysis**, utilizing a range of analytical tools and techniques to identify areas for improvement and growth
- **Understanding of data visualization, with capability to translate complex data sets** into clear and actionable insights to support strategic decision-making
- **Strong project management skills**, with a proven capability to lead cross-functional teams and deliver projects on time, within budget, and to the highest standards of quality
- Detail-oriented and highly organized, able to manage multiple priorities and tasks simultaneously while maintaining a high level of accuracy and attention to detail



SKILL SET

Account Management

Business Analysis

Requirement Gathering

Market Research

Pipeline Development

Data Visualization

Customer Trend Analysis

Client Relationship Management (CRM)



CERTIFICATIONS

- Executive Education Program Online Titled "Business Analytics & Intelligence" Certification from IIM Rohtak to Learn Business Analytics & Intelligence skills and Case-based pedagogy with Analytical Tools like R, Excel, Tableau, Python, Power BI & SPSS in Mar'23
- Business Analytics, Harvard Business School Online in Nov'22

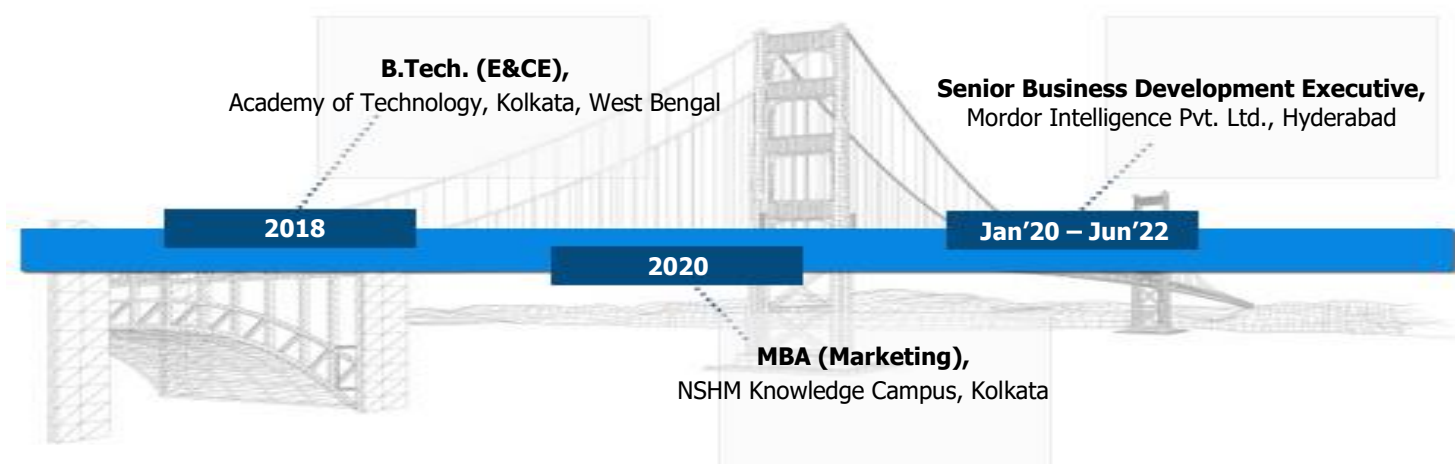


SOFT SKILLS

- Communication
- Goal-Oriented
- Problem-Solving
- Analytical
- Team Player
- Collaboration



TIMELINE





WORK EXPERIENCE

Jan'20 – Jun'22 | Senior Business Development Executive | Mordor Intelligence Pvt. Ltd., Hyderabad

Highlight(s):

- Identified & developed new clients through direct contact, word-of-mouth and used navigator tools like LinkedIn to get in touch with prospective clients to meet target
- Attended networking activities to research and connect with prospective clients
- Maintained meaningful relationships with existing clients to ensure that they are retained
- Closed opportunities with senior-level executives
- Set-up and on-boarded new accounts and decisions makers
- Built business relationships with current & potential clients via face-to-face meetings or video conferencing to deliver opportunities
- Collaborated with internal resources and external networks to prioritize and penetrate key account



ACHIEVEMENT

- Limelight Award (Jan'21-Jan'22) For thinking out of the box and creating value proposition for clients - Mordor Intelligence



EDUCATION

2020, MBA (Marketing),

NSHM Knowledge Campus, Kolkata

2018, B.Tech. (Electronics & Communication Engineering),

Academy of Technology, Kolkata, West Bengal



PERSONAL DETAILS

Date of Birth: 31st March 1995

Languages: English, Bengali & Hindi

Address: 5/2 Babubagan Lane; Kolkata- 700031, West Bengal