

JAPNEET SINGH

ACCOUNT MANAGER - CRM Management, Data Analysis, Strategic Sales

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SKILLS

- **Strategic Account Management:** B2B, Enterprise Operations, Stakeholder Management, Sales Forecasting.
- **Sales Lifecycle Operation:** Lead Generation, Pipeline Management, Consultative Sales, Outbound Prospecting.
- **Business Development:** Key Account Management, Proposal Development, Strategic Business Plans.
- **Customer Success Systems:** Relationship Building, CRM Management, Process Streamlining, Client Success.
- **Technical tools:** Office Productivity tools, Data Analytics, CRM Workflows, and Technical Sales Tools.

WORK EXPERIENCE

Project Coordinator

January 2026 – March 2026

Emterra Environmental

British Columbia

- Directed cross-functional site operations and logistics workflows to achieve 99% delivery accuracy while maintaining strict adherence to project completion timelines.
- Orchestrated technical troubleshooting protocols during site inspections to mitigate operational bottlenecks and conducted daily training for 10+ personnel on updates.
- Engineered comprehensive daily status reports and performance analytics to monitor project milestones and synchronized team activities for 100% resource utilization.

Account Manager Sales

April 2022 – July 2025

Team Computers Pvt Limited

India

- Captured 25 new enterprise logos within the second quarter by executing consultative B2B technology sales across IT hardware, software, and network infrastructure tiers.
- Managed a diverse portfolio of 50+ mid-market and corporate accounts by automating CRM documentation, tracking financial transactions, and resolving billing escalations.
- Synergized with finance and engineering departments to implement corrective actions on performance gaps while generating 100% of required monthly operational reports.

Business Development Manager

September 2021 – April 2022

Jabra Connect India Pvt Limited

India

- Penetrated high-value accounts including Sony and PwC by deploying targeted outreach and competitive intelligence to secure enterprise audio and video solution contracts.
- Exceeded established sales quotas through rigorous pipeline development and KPI monitoring while facilitating daily operational execution for multiple global decision-makers.
- Standardized CRM workflows and reporting mechanisms to resolve workflow incidents and improve data integrity across sales operations and strategic forecasting models.

Assistant Manager (Marketing)

April 2018 – June 2021

Uflex Limited

India

- Administered B2B marketing strategies and key account management for a portfolio featuring Nestle and Cargill to optimize revenue tracking and client retention metrics.
- Controlled in-house plant operations and technical troubleshooting for printing solutions while managing 100+ order records, pricing proposals, and invoicing protocols.
- Collaborated with internal production units to introduce 15+ new packaging products while implementing data-driven recommendations for customer account status updates.

Showroom Manager

January 2015 – January 2016

KTM Ring Road

India

- Spearheaded premium motorcycle sales operations to exceed quarterly revenue targets by coordinating BTL promotions and large-scale product launch engagement activities.
- Optimized inventory management and material logistics by conducting 100% accurate weekly stock audits and supervising after-sales service coordination requirements.
- Executed high-value asset transactions and payment follow-up procedures while maintaining a 95% lead conversion rate through structured customer engagement protocols.

Sales Executive

January 2014 – January 2015

J. Sons Motors

India

- Generated consistent revenue growth by applying consultative selling and cross-selling techniques to align technical product specifications with client preferences.
- Amplified brand visibility at regional industry fests to increase the active customer database by 20% through systematic lead generation and interpersonal outreach.
- Analyzed market trends and budget constraints to deliver 30+ tailored product recommendations monthly while ensuring adherence to organizational service standards.

PROJECT EXPERIENCE

Gap Analysis & Market Expansion: Britannia Industries

Market Surveyor, Jharkhand

- Executed comprehensive market gap analysis via 500+ retail audits to identify low penetration drivers for cracker biscuits while optimizing territory sales benchmarks.
- Orchestrated Tiger Biscuit promotional campaigns across 20 educational institutions and synchronized wholesaler reward summits to enhance channel partner engagement.

Momentum Jharkhand: Global Investment Summit

Event Promoter, Jharkhand

- Synergized with Ernst & Young consultants to implement multi-channel social media strategies reaching 50K+ business entities to catalyze regional industrial investment.
- Directed targeted B2B outreach to industrial stakeholders across 10 states to secure summit participation and maximized revenue by leasing 100% of premium stall space.

EDUCATION

Post Graduate Diploma in Management (Marketing)

Xavier Institute of Social Service, Jharkhand

August 2018 – December 2020

Bachelor of Business Administration

National PG College (University of Lucknow), India

June 2008 – July 2011

CERTIFICATIONS

- **Complete Introduction to Business Data Analysis** - Udemy, 2025
- **Video Collaboration Specialization** - Logitech, 2024
- **Six Sigma Yellow Belt** - VMEdU, 2020
- **Google Analytics Certification** - Google, 2020
- **Fundamentals of Digital Marketing** - Google, 2020