SHUBHAM MAHAJAN

Mumbai, Maharashtra, India
Open to PAN India & Remote Opportunities
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PROFESSIONAL SUMMARY

Results-driven Key Account Manager with 7+ years of experience in B2B and enterprise sales, consultative client engagement, and end-to-end sales lifecycle management. Proven ability to drive revenue growth, manage enterprise stakeholders, and maintain CRM governance across technology-driven environments. Strong expertise in pipeline forecasting, negotiation, compliance adherence, and cross-functional collaboration to deliver tailored solutions aligned with client security and operational requirements.

CORE COMPETENCIES

Enterprise & B2B Sales
- Enterprise Account Management
- Consultative Selling
- Full Sales Cycle Management
- Revenue Growth & Account Expansion
- Pipeline Development & Forecasting

Client & Stakeholder Management
- Strategic Relationship Building
- Enterprise Stakeholder Engagement
- Contract Alignment & Commercial Negotiation
- Customer Retention & Long-Term Account Growth

Sales Operations & Governance
- CRM Administration (Zoho | Salesforce | HubSpot – Working Knowledge)
- Sales Forecasting & Performance Reporting
- CRM Hygiene & Pipeline Tracking
- Compliance & Documentation Governance

Business & Analytical Tools
- MS Excel & MS Office Suite
- Performance Reporting & Sales Insights
- Cross-functional Team Collaboration

PROFESSIONAL EXPERIENCE

Key Account Manager

Behtar Technologies Pvt. Ltd. | Dec 2021 – Present

• Manage enterprise and retail B2B accounts, driving revenue continuity through structured consultative engagement.
• Own complete commercial discussions including contract alignment, pricing negotiation, and service coordination.
• Identify growth opportunities within existing accounts and support new business expansion initiatives.
• Monitor and manage full sales cycle activities from lead qualification to deal closure and post-sale relationship management.
• Maintain CRM data integrity, track pipeline health, and support accurate revenue forecasting.
• Generate leadership-level performance reports to support strategic decision-making and growth planning.
• Collaborate with marketing, product, and operations teams to deliver value-driven client solutions.
• Strengthen client retention through proactive engagement, issue resolution, and relationship governance.

Retail Associate Manager

Cars24 | Jul 2020 – Dec 2021

• Managed high-volume end-to-end sales lifecycle from prospecting and qualification to deal closure.
• Ensured compliance with SOPs and transaction governance standards across documentation and finance processes.
• Coordinated with cross-functional teams to deliver seamless customer onboarding and post-sale support.
• Achieved monthly performance targets contributing to overall branch revenue growth.
• Drove referral generation through structured post-sale relationship management.

Relationship Manager

Maruti (Automotive Manufacturer) | Mar 2020 – Jul 2020

• Executed consultative B2C sales through structured prospect engagement and needs-based recommendations.
• Liaised with finance institutions to facilitate approvals and ensure compliant transaction

processing.
• Maintained adherence to regulatory documentation and internal compliance protocols.
• Enhanced customer satisfaction through transparent communication and structured follow-ups.

Product Manager

Hyundai | Jul 2019 – Mar 2020

• Delivered structured product consultations aligned with customer requirements.
• Managed documentation verification, payment processing, and finance coordination independently.
• Maintained 100% accuracy in sales documentation and transaction recording.
• Collaborated with finance and accounting teams to ensure timely compliance reporting.

EDUCATION

MBA – Digital Marketing (Graduating 2026)
D. Y. Patil University, Mumbai

Bachelor of Computer Applications (BCA)
B. Y. K. College of Commerce, Nashik – Savitribai Phule Pune University

H.S.C. – Science
Maharashtra State Board

CERTIFICATIONS

• Certification in Digital Marketing Strategy