



Client Experience Consultant

Fourth Quadrant

Fourth Quadrant Training Private Limited (www.fourthquadrant.in) is a consulting and training organization with the key focus on people development initiatives. We bring tangible results through training and consulting to our clients, which help them align people development initiatives to business goals. Our clients trust us for reliability, real time solutions to business issues and implementation effectiveness.

Key Result Areas:

- Achieve the revenue targets set for the year
- Deepen relationships by up selling and cross selling
- Ensure seamless coordination and delivery of client engagements

Activities:

- Identify opportunities and conduct activities to increase prospect contacts through email campaigns, networking and face-to-face meetings etc.
- Understand client needs in development space in relation to organizational capabilities and suggest suitable solutions to the clients
- Coordinate with decision making team from client's end and delivery team from the organization's end to generate revenue
- Map client organizations to understand future requirements and decision making teams
- Conduct initiatives to develop and maintain strong relationships with decision making teams
- Cross sell and up-sell suitable solutions to client organizations
- Coordinate with internal teams and assigned resources to ensure completion of pre, during and post engagement activities
- Ensure Client satisfaction and feedback

Skills Required:

- Post Graduate in Management with at least 4 - 6 years of work experience
- Experience in managing accounts for an organization in similar business – HR Consulting Or Training
- Confidence to conduct business in virtual environment (mail and phone)
- High level competency in MS Office (Word, Excel & PowerPoint)
- Ability to multi-task and working under pressure is a must
- Prior experience in managing key accounts and working in consulting environment
- Good communication skills. Fluency in local language will be an added advantage
- Being self-motivated, adaptable and collaborative are requirements for this role