

Bibhakar Muskan
Business Development Manager(Account Manager)

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Education

- **L.N. Mishra Institute of Economic Development and Social Change, Patna** 2021-2023
Master of Business Administration (MBA) **Percentage: 61.60**
- **C.M. COLLEGE, Darbhanga [L.N.M.U], Bihar.** 2017-2020
Bachelor of Commerce (B.Com) **Percentage: 62.20**
- **M.M.T.M COLLEGE, Darbhanga [L.N.M.U], Bihar.** 2015-2017
Intermediate
- **Harrow English School, Darbhanga, Bihar.**
Matriculation 2014-2015

Work Experience

SafExpress Private Limited **Sept 2023 - Present**
Business Development Manager(Credit and Retail Account Manager)

Daman, Gujarat

Client Relationship Management

- Cultivate and maintain strong relationships with existing clients.
- Act as the main point of contact for clients, addressing their queries and concerns promptly and effectively.

Business Development

- Identify potential new clients and business opportunities within the logistics sector.
- Develop strategic plans to target and acquire new accounts.
- Collaborate with marketing and sales teams to create effective pitches and proposals

Account Management

- Monitor key account metrics such as revenue growth, profitability, and customer satisfaction.
- Develop and implement account plans to maximize opportunities for growth and expansion.
- Ensure timely delivery of services and solutions to meet client expectations.

Sales Strategy and Planning

- Develop and execute sales strategies to achieve revenue targets.
- Track and analyze sales performance metrics such as revenue, conversion rates, and customer acquisition costs.

Internship Experience

Project Title: Sales And Promotion

Aditya Birla Fashion and Retail (Formerly Known as Pantaloons Fashion and Retails Limited)
Patna. **June 2023 - July 2023**

- To manage the Product Strategy, Pricing Strategy, Place and Distribution, Promotion and Advertising Strategy, and Service Strategy.

- Analyzed sales data to assess the performance of existing products and recommend adjustments or new launches.

Skills

- Customer Relationship Management | Customer satisfaction.
- Sales and marketing | Sales and Negotiation.
- Strategic Thinking | Time Management | Project Management.
- Ability to work in a team| Ability to solve Complex Problems.
- Problem-solving | Ability to Influence others.
- Service delivery | Keep myself calm in a pressured situation.

Technical Skills

- M.S Word
- M.S Excel
- M.S Powerpoint

Certifications

Certificate course in ADCA-PLUS (Advance Diploma in Computer Application-Plus) issued by Smartia Solution Patna.

Jan 2020 - Jan 2021

Personal Details

Date of Birth: 11/March/2000

Address: New Laxmi Sagar Road no.7, Darbhanga, Bihar 846009.

Languages: English, Hindi.

Hobbies: Travelling, Listening Music.