



Akshay Kumar

Customer Success Sales Manager

My Contact

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📍 Sector-105, Gurugram

Hard Skill

- Digital Marketing
- LinkedIn Sales Navigator
- Apollo, Lusha, and ContactOut
- Map your show
- Foreign Currency Handling
- Profit and Loss (P&L) Management
- Collection Management

Technical Skill

- Salesforce
- Hubspot
- lead squared
- Tableau
- Excel

Education Background

- **Bachelor of Technology (Mechanical)**
Sharda University, Greater Noida
Completed in 2014
- Project Management Course
Great Learning Academy
Completed in 2024
- Executive Programme in Sales & Marketing
Indian Institute of Management, Lucknow
Pursuing

About Me

With 8.5 years of dynamic experience in sales, including 5.5 years specializing in B2B sales and corporate client management, I am passionate about driving growth and forging impactful relationships. My career is built on a foundation of achieving exceptional sales targets, understanding complex business needs, and delivering customized solutions that lead to long-term success.

Professional Experience

Medtech World | Customer Success Sales Manager

April 2025 – July 2025

Key responsibilities:

- Led a cross-functional team to plan and execute strategic investor-startup matchmaking programs, driving a 40% increase in successful fundraising for early to mid-stage medtech startups across sectors including medical devices, diagnostics, digital therapeutics, and AI-driven healthcare.
- Played a core leadership role in high-impact global events, including the Hong Kong Medtech event, where I coordinated with startups, family offices, and VCs to bring them together on one platform. The event enabled 1500+ targeted B2B connections, significantly expanding cross-border funding and partnership opportunities.
- Planned and ran targeted digital marketing campaigns to attract high value attendees and investors using LinkedIn Ads, email automation, and outreach workflows. Focused on strategic positioning of event value propositions to drive engagement and conversion.
- Executed end to end lead generation and nurturing campaigns leveraging tools like Sales Navigator, Apollo, Lusha, and ContactOut to directly reach out to MDs, COOs, and C-level decision-makers within investment firms, hospitals, and healthtech ventures.
- Advised startups on fundraising strategy and investor alignment, helping them refine pitch materials, understand regulatory pathways, and position their value proposition for capital attraction in both emerging and mature healthcare markets.
- Drove a 30% increase in VC and angel investor participation by strengthening outreach to innovation-led startups and scaling event quality across Asia, the Middle East, and Europe.
- Collaborated with ecosystem stakeholders including incubators, accelerators, medical institutions, and regulatory bodies to build dynamic platforms that foster investment, innovation, and sustained partnership opportunities.

Think and Learn | Sales Manager

May 2022 – Jan 2025

Key responsibilities:

- Sales Leadership: Managed a robust direct and inside sales team of 7 Associates and 4 Business Development Executive, achieving impressive weekly revenue averages of 250,000 INR per associate and monthly team revenue of approximately 1 crore INR.
- Market Research Expertise: Conducted thorough market research to identify emerging trends, growth opportunities, and potential risks, providing valuable insights to inform strategic decision-making
- Coaching & Mentoring: Provided hands-on coaching and mentoring to sales consultants, guiding them through lead generation, prospect engagement, and sales conversion strategies, leading to achieving a 20% increase in sales performance through effective coaching and strategic guidance
- Retention Skill: Demonstrated exceptional customer retention skills, resulting in a 30% increase in customer loyalty through the effective use of customer testimonials, social media sharing, and word of mouth
- Recognized as the Best Employee of the Quarter in the entire North zone region for achieving an impressive 69% renewal rate

Certification

- **Artificial Intelligence in Digital Marketing**
Great Learning Academy
- **Sales Management**
Hubspot Academy
- **Excel for Intermediate level**
Great Learning Academy

Awards

- **Employee of the Month**
Recognized for outstanding performance and dedication to guest satisfaction.
- **Revenue Management Award**
Contributed to a 10% increase in revenue by implementing innovative pricing strategies.

Strength

- **Customer service**
Maintained a 95% satisfaction rating from within 24 hours, resulting in a 15% increase in positive reviews.
- **Problem-solving**
Resolved 90% of customer complaints within 24 hours, resulting in a 15% increase in positive reviews.
- **Marketing Strategy**
Analyzed consumer data to identified areas of opportunity for new product marketing strategy which led to direct revenue increase
- **Media Relation**
Established strong relationship with top-tier technology and business outlets increasing brand visibility by 50%

Professional Experience

Unacademy | Senior Business Development Executive 2020 – 2022

Key responsibilities:

- Successfully negotiated and closed deals with clients, generating an impressive revenue of 19 lakh in the first quarter of 2021.
- Demonstrated exceptional knowledge and expertise in addressing technical queries from clients, maintaining an outstanding accuracy rate of 97%, which significantly contributed to a remarkable customer satisfaction rating of 4.2/5.
- Recognized for outstanding performance and promoted to a role with increased responsibilities within a short span of 7 months.
- Implemented a comprehensive mentorship program for new Sales Executives, resulting in a 35% increase in individual sales performance

Policy Bazaar.com | Financial Advisor 2018– 2019

Key responsibilities:

- Actively participated in fact-finding and progress meetings with clients from various countries (UK, USA, and Gulf countries), effectively addressing their inquiries through phone calls and email communications.
- Conducted and delivered impactful financial planning and investment seminars for clients and prospects, resulting in a 50% increase in client satisfaction and a 28% growth in client base.
- Mentored 3 financial advisors who had been marked for termination.

Mira Infra Pvt. Ltd| Area officer 2016 – 2017

Key responsibilities:

- Led the development of B2B marketing strategy that increased lead generation by 30% through the implementation of targeted email campaigns, direct mail and search engine optimization.
- Cultivated and nurtured strong and lasting relationships with guests, owners, and vendors, which led to an exceptional 95% guest satisfaction rate and a substantial 25% increase in repeat bookings.
- Prepared and reviewed legal documents such as representation contracts, purchase agreements, and closing statements, ensuring compliance with local laws and regulations.
- Networked with other real estate agents and professionals in the industry, resulting in a 30% increase in referrals and a 15% increase in successful transactions.