

# Arjun Verma

Sales, Account Management & Customer Relationship Professional

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India | Open to Relocation

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## PROFESSIONAL SUMMARY

Sales and account management professional with 9+ years of experience across food-tech, retail, and banking. Strong track record in partner relationship management, revenue growth, portfolio expansion, and target achievement. Managed 300+ partner accounts, delivered 15-25% MoM revenue growth, and achieved 120%+ performance against sales goals.

## CORE STRENGTHS

- Account Management & Partner Relationships
- Business Development & Revenue Growth
- Customer Retention & Repeat Business
- Upselling, Cross-Selling & Negotiation
- Sales Target Achievement & Forecasting
- CRM, Reporting & Performance Tracking

## CAREER HIGHLIGHTS

**300+**

partner accounts managed at Zomato

**120%+**

sales target achievement

**50%+**

YoY revenue growth delivered at Xpress Pharmacy

**40%**

partner revenue uplift through ads and promotions

## PROFESSIONAL EXPERIENCE

### Business Development Head

Apr 2021 - Jan 2026 | Dehradun, India

Xpress Pharmacy

- Scaled the business to Rs 4-7 lakh monthly revenue while expanding coverage across the city.
- Delivered 50%+ YoY revenue growth through acquisition, upselling, and retention initiatives.
- Built a customer base of 1,500+ users and improved repeat purchases by 25% through CRM-led campaigns.
- Reduced delivery errors by 30% through stronger SOP and compliance improvements.
- Led a team of 10 and improved sales productivity by 20%.

### Accounts Manager

Dec 2018 - Oct 2020 | Dehradun, India

Zomato

- Managed 300+ restaurant partners and delivered 15-25% MoM revenue growth.
- Improved partner revenue by up to 40% using ads, promotions, and sponsored listings.
- Exceeded targets consistently with 120%+ achievement and ranked among top regional performers.
- Improved partner retention by 20% through data-driven relationship management.

### Manager - Sales (Launch Team)

Jul 2018 - Dec 2018 | Dehradun, India

Zomato

- Led a 0 to 1 city launch and onboarded 500+ restaurants across multiple zones.
- Closed 200+ high-value partnerships across the full sales lifecycle.
- Expanded delivery coverage with 5+ new zones and increased order capacity by 35%.

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**Associate**

Jun 2016 - Jul 2018 | Dehradun, India

**Uttarakhand State Co-operative Bank**

- Managed 200+ account openings with full KYC compliance.
- Improved reporting accuracy by 15% through stronger P&L tracking and reconciliation.
- Resolved 100+ customer queries weekly while maintaining 95%+ satisfaction.

**EDUCATION****Bachelor in Finance & Investment (BFIA)**

Amity University, Noida

**TOOLS & TECH**

CRM Systems, Excel, Google Sheets, Data Analysis, Marketing Tools, AI-based Segmentation