



# Gulshan Manvani

Client Servicing Executive

London, UK

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## Links

[LinkedIn](#)

## Languages

Korean (Basic)

English (Fluent)

Marathi (Basic)

Hindi (Fluent)

## About

A fashion MBA with a background in client success, research, and social media. Has an understanding of social media engagement, with over a year of experience in interacting with high-profile clients. Looking for career growth in terms of learning by undertaking new opportunities within the fashion and luxury industry.

### BRANDS WORKED WITH

Glassworks London

Kurt Geiger

mmi Analytics

UCID

## Experience



### ● Customer Relations Executive

Kurt Geiger | Aug 2022 - Now

A leading London-based footwear and accessories brand with over 50+ stores within the UK. There are 3 brands under the Kurt Geiger umbrella currently – Kurt Geiger, Carvela, and Shoeaholics.

- Document, track and monitor tickets/tasks to drive resolution in a timely manner, ensuring the appropriate priority levels are set and customers are kept abreast of progress and timelines for all 3 brands.
- Managing, handling, and resolving customer escalations via email on the ticketing system Zendesk within 24-hour SLA and the social media pages - Twitter, Facebook, and Instagram within 2-hour SLA for all 3 brands.
- Assessing customer queries and driving customer satisfaction by resolving queries keeping in mind brand tone, ethics, and qualities.
- Dealing with AfterCare, and Executive Queries for UK and International customers and liaising with UK and global delivery and distribution partners on a daily basis.
- Understanding customer issues and troubleshooting their problems.
- Manage the escalation process and work with other parts of the organization to ensure customer issues are resolved.
- Building good working relationships with a wider customer service team: Warehouse, offshore and senior management.
- Ensuring all individual KPIs are always met.



### ● Client Success Executive

mmi Analytics | Mar 2022 - Aug 2022

A firm that runs various data & analytics solutions that allow clients in the beauty industry to understand and optimize their media presence. Client Success Executive March 2022 – August 2022

- Document, track and monitor tickets/tasks to drive resolution in a timely manner, ensuring the appropriate priority levels are set and customers are kept abreast of progress and timelines.
- Deliver client training across all platforms and assist the sales team in customer onboarding training sessions.
- Answer customers support enquiries via live chat, phone, and email, managing support cases and working with development and operations teams.
- Understanding customer issues and troubleshooting their problems.
- Manage the escalation process and work with other parts of the organization to ensure customer issues are resolved.
- Building good working relationships with customers and other members of the team.
- Co-ordinate with all departments to ensure we have a well-structured, clearly written, and cleanly designed knowledge base in place



### ● Research Analyst

mmi Analytics | Apr 2021 - Feb 2022

Revised and updated media lists for relevant publications, ensuring that the reading lists are current and optimized, and identified new media publications for reading lists for various mediachannels simultaneously updating them on company systems Worked closely and coordinated

with the Operations and Products teams throughout the course – from the briefing phase to research/approval of the final recommendations for the media lists.



### ● Fashion Buying Intern

Glassworks London | Jun 2021 - Aug 2021

garment manufacturing takes place in South Korea.

- Worked closely with the Buying and Merchandising Team to assist daily on various tasks
- Researched and prepared a list of potential sustainable garment manufacturers for various product categories in India, Turkey, and Vietnam
- Assisted in stock-takes and developed spreadsheets for the record of the products at the end of the season
- Developed relevant documents and assisted in various tasks related to range planning for the next season



### ● Client Servicing Executive

UCID | Jun 2017 - Sep 2019

and communications. Reputed company situated in Mumbai that has won several accolades in advertising and worked with popular MNCs.

- Sought, processed, and executed client requests from various major industries that included steel, banking, fashion, food, oil etc. for their projects and campaign
- Brainstormed various campaigns for different companies that included analyzing their competitors' behaviour. Transferred discussed ideas onto presentations for prospective clients
- Assisted in daily responsibilities that included maintaining and growing client relationships and managing client expectations by delivering campaigns and creatives within the required timeframes
- Collected feedback from the client and resolved any complaints and changes to be incorporated in the deliverables.