



Logistics that empowers

# Job Description Key Account Manager



## About Freight Tiger

Freight Tiger is India's largest freight network that combines offline with digital to build an intelligent ecosystem for the logistics industry. Founded by Swapnil Shah in 2015, the startup was the first to launch multi-tier visibility in India, which has become an industry norm today. Since then, Freight Tiger has grown to provide end-to-end logistics solutions that help businesses optimize their logistics operations and grow their business. In 2020, the company also launched financing solutions for customers to help them get access to credit and working capital.

Freight Tiger provides its services to 200+ clients including Saint Gobain, Dalmia Group, JSW Steel, Patanjali, Kohler, DHL, Damco, Parle and MRF among others. Freight Tiger is backed by Lightspeed Venture Partners, Shriram Logistics and Moonstone Investments.

**Website :** [www.freighttiger.com](http://www.freighttiger.com)

**Email:** [hr@freighttiger.com](mailto:hr@freighttiger.com)

## Management Team



### Swapnil Shah

CEO & Founder

Swapnil is deeply invested in seeing a paradigm shift in logistics that will improve our everyday lives as makers, movers and consumers. He started his career as a research engineer solving surface engineering and tribology problems at Caterpillar's Technical Center. Prior to founding Freight Tiger, he worked with Dana Holding Corporation, where he played a key role to achieve one of the most successful turnarounds in the US automotive industry. He also set up Dana's commercial vehicle business in India. Prior to this, Swapnil was with Caterpillar Inc, where he set up two services businesses and led an effort to launch "Toyota Production System" through Lean 6 Sigma to achieve operations excellence at GM, Nissan and Mercedes Benz, in the US and Mexico. He holds a BE and an MS in Metallurgical engineering and an MBA from Harvard Business School.



## Amol Shah

Chief Operating Officer

Amol uses his decade long experience in supply chain and procurement with the world's most cutting-edge technology leaders to build operational capabilities at Freight Tiger. Prior to this, he was at Apple, where he played a key role in revamping operations to boost productivity and efficiency, launching new products within aggressive timeframes and rationalizing costs across 11 facilities in five countries. Prior to this, he led the process optimization effort for new product development at Siemens Energy across all business lines. He holds a BE in Production Engineering, an MS in Industrial Engineering and an MBA from Harvard Business School.

# Job Description

Location: Delhi

## About the Role:

As an Account Manager, you will be directly responsible for a portfolio of customers and its life cycle. To establish a successful long-term business partnership with the customer, driving profitable revenue growth, upselling and cross selling across the customers landscape to drive Freight Tiger product adoption. You will engage with customers in a consultative manner, aiding their decision-making process by providing analytics and ROI modules. You will own the top layer relationship with the customers and drive achieving the operational metrics and KPIs.

This role is varied and fast-paced and you are expected to have excellent problem solving and analytical skills.

## Key responsibilities:

- Understand customer expectations thoroughly. Build and execute the sales plan for the customer with clear focus on product mix, penetration, market share, market research, acquisition, cross selling, up-selling and retention.
- Lead and participate in negotiations with customers at various levels.
- Contribute to the development of strategies and approaches to maintain, protect, improve and grow account sales portfolio.
- Work closely with customer success managers on the accounts to drive operational excellence.
- Develop excellent and high delivering relationships with FT cross-functional teams.
- Aid product and tech teams with insightful inputs for strengthening FT product offering to the market.
- Manage and co-ordinate the agreed account initiatives, activities and programs to retain and grow ongoing revenue and profit contributions.

- Develop and implement a strategy to promote FT products and solutions to the assigned list of customer accounts.
- Repeatedly strive to deliver value to the client. Maintain a regular cadence of analytical reviews with the client to identify metrics critical for clients.
- Own and deliver FT favorable “Net Promoter Score” from the designated accounts.
- Brick walling; develop plans to deny competitor penetration into the accounts. Analyze all customer health metrics to use data to identify any potential “at risk” customers.
- Ensure optimal financial health of the account.
- Create an environment of frictionless engagement with accounts. Accountable for customer escalations and its treatment within FT.
- Business intelligence – Provide FT with current industry and competition updates.

## Requirements:

- Not limited to - experience in managing large/enterprise customers/matrix organizations in industries like FMCG, Pharma, Engineering and Manufacturing.
- Structured approach with good personal organization of time management and use of efficient work methods and tools.
- Experience navigating and steering customer engagements/negotiations to completion with a high level of customer satisfaction.
- Attitude to challenge self and others to exceed standards and achieve extraordinary results, striving for best in class.
- Analytical and results-driven mentality, with a bias for speed and action.
- Exceptional communication, presentation and interpersonal skills.
- Good problem-solving skills coupled with the ability to provide quick resolution to problems.
- Ability to thrive in a multi-tasking environment and adjust priorities on-the-fly while still having the ability to focus on details and be analytical.

- You will be a strong teammate, but still a self-starter.
- Ability to maintain harmonious and constructive relationships with all teams and team leaders.

### **Preferred qualifications:**

- MBA/equivalent Degree along with 10-12 years in Sales/Business Development/Consulting/Key Account Management.

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