

Arkanil Chaki

8 Years 10 Months Overall Experience

Inquisitive, and impact focused professional with 8+ years' experience in sales, account management and customer success operations across luxury hospitality brand (such as Taj & Marriott) & Tech startups. Driven revenue growth, built lasting client relationships, and led cross-functional initiatives that enhanced customer experience and business outcomes.

Industry

- Technology Service

Functional Areas

- Customer Success
- Sales Strategy
- Go-to-Market Strategy
- Account Management

Education

Indian Institute of Management Indore

Master of Business Administration

2025-26

IHM-Aurangabad, University of Huddersfield

B.A. (Hons) in Hotel Management

2011-15

Certification

Product Management Foundation

Foundation of Product Management

2025

Agentic AI Foundations Certificate

Built autonomous multi-agent frameworks for AI decision-making

2025

Accomplishment

Worked on Process Improvement and reduced dispute resolution time by more than 50%

Maintained a 4.5 Trustpilot score for over 12 months through proactive customer support and SOPs

Grew international group sales 6x (from 5L to 30L) within 2 years at Marriott

Achieved 96.7% Event Satisfaction Score vs. 85% target, the highest in the region

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Experience

Kolabtree, Cactus Communications

3 Years 2 Months

Assistant Revenue Manager - Customer Success

Jan' 22 - Mar' 25

- Spearheaded shift from marketplace to service model, improving CX workflows
- Responsible for maintaining and improving customer success operations and customer satisfaction
- Responsible for dispute resolution and improving revenue

Winzard Solutions Pvt Ltd, Hyderabad

1 Year 4 Months

Key Account Manager

Oct' 20 - Jan' 22

- Built customer onboarding and retention frameworks from the ground up
- Supported GTM planning and collateral development pre-product launch
- Drove new B2B client acquisition through lead prospecting and outreach

Bengaluru Marriott Whitefield

2 Years 3 Months

Sales Executive ,Reactive

Aug' 18 - Oct' 20

- Handled sales operations for international group bookings and MICE segments
- Coordinated with internal teams to ensure smooth execution and client satisfaction

Vivanta by Taj, Bangalore

1 Year 2 Months

Sales & Marketing Coordinator ,Catering

Jul' 17 - Aug' 18

- Supported catering sales operations
- Managed end-to-end planning for corporate events and large-scale conferences

The Ascott Limited, Chennai

1 Years 2 Months

Management Trainee - Sales & Marketing

Jul' 15 - Aut' 16

- Assisted in client servicing, campaign planning, and offline lead generation for luxury long-stay property