LALIT KOTIAN

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SUMMARY

Client servicing and operations professional with 8+ years of experience supporting international clients across Europe, UK, Middle East. Strong background in client communication, follow-ups, coordination, billing support, and reporting. Early career experience in sales and lead conversion, combined with recent exposure to agency operations and campaign billing. Seeking client servicing, inside sales, or account management roles.

Core Skillls

- Client Servicing & Account Management
- Inside Sales & Lead Conversion
- Customer Communication & Follow-ups
- Billing, Invoicing & Reconciliation
- Reporting & Data Analysis (Excel)
- Stakeholder & Vendor Coordination
- CRM Exposure & Process Adherence
- International Client Handling

Work Experience

Paragon (A Dentsu Company) | Mumbai — Feb. 2024 - Nov. 2024
Media Operations / Billing Analyst

- Supported global client campaigns by managing billing and reconciliation for digital, and programmatic media.
- Coordinated with internal planning, finance, and vendor teams to ensure timely and accurate delivery.
- Maintained reports, trackers, and documentation to support smooth client servicing and audits.

DHL Global Forwarding – Mumbai — Apr 2022 - Sep 2023
Senior Associate – Client Operations

- Served as a primary point of contact for international clients, handling queries and follow-ups.
- Coordinated shipment-related activities across internal and external stakeholders.
- Prepared and shared weekly and monthly client reports.
- Participated in regular client and partner calls to ensure service continuity.

MOL India Pvt. Ltd. – Mumbai — June 2018 - Mar 2022
Executive – Client Coordination

- Coordinated documentation, billing and follow-ups for clients across UK, Belgium, Netherlands & South Africa.
- Supported invoicing and audit processes, ensuring accuracy and turnaround timelines.
- Prepared productivity and accuracy reports used by management for service improvement.

CMA CGM Shared Service Centre – Mumbai — Oct 2016 - May 2018
Executive – Client & Documentation Support

- Supported international accounts handling European and Middle East trade lanes.
- Coordinated with internal teams to resolve client and shipment queries.
- Ensured compliance with documentation and process requirements.

Sales Executive (Early Career / Part-Time) | 3 Years

- Converted inbound and outbound leads into customers through follow-ups, product explanation, and objection handling.
- Supported post-sales coordination and customer queries, building early sales and communication skills.

Entrepreneurial Experience

Hyperhaus – Clothing Brand (Co-Manager/Operations & Client Coordination) — Nov. 2024 - Oct. 2025

- Coordinated vendors, customers, and operational activities.
- Handled customer communication, issue resolution, and basic marketing coordination.

Education & Certification

- Bachelor of Commerce (B.Com) – Lords Universal College, Mumbai
- Google Fundamentals of Digital Marketing