

ARCHIT RAJWANSHI
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To,

Human Resources Manager,

Dear Sir /Ma'am,

This letter is to express my interest in working with your Organization, I am sending my resume, which would show that my knowledge would be useful in the position for which I am applying.

I am an MBA- Finance and Operations & Production, semi qualified Chartered Accountant (CA-IPCC) with Bachelor's in Commerce possessing good analytical, operational, Financial, Sales and Managerial skills and currently working with PhonePe Private Limited (Flipkart-Walmart Group) as Category Management Specialist.

Also, pursuing certification course in Operations Management with Six Sigma from one of the leading MBA institute of the country- India Institute of Management, Raipur.

I have always admired the progress of the company where I find the culture to be challenging and rewarding with encouraging excellence. I am looking forward to meeting you to discuss and explore how my knowledge and skills will meet your expectations.

A perusal of my enclosed resume shall provide you with all the details. I would spare no pains in the discharge of duties.

Yours Sincerely Archit Rajwanshi

Enclosure: Resume

ARCHIT RAJWANSHI

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SYNOPSIS

- 4 years of work experience in Accounts Management, Client servicing, Business Management, Team Management, etc
- Enabling the solution-based platform for the clients and customer by implementing one app and many stores policy which increased the absolute unique user at platform by 15% from previous F/Y
- Improved the operations fleet by designing the standard process along the vertical which improves the resolution time from 48 hrs to 14-18 hrs
- Enabled Merchandising slots for the platform to showcase right property to the right set of users with continues deep digging with analytics and raised the absolute DAU's by 15%
- Doubled the transactions as compared to previous F/Y numbers by creating effective CRM channel, continuous product improvements and survey where we the drop is unexpected
- Effective Decision-Making ability matched with timely delivery of commitments keeping quality of customer service in mind
- Effective Business sensing ability to source new client accounts for the company
- Skilled in managing teams to work in sync with the corporate set parameters & motivating them for achieving business and individual goals
- Working very closely with the Client's representatives to provide the best results for projects undertaken.

ACADEMIA

- Certification in Operations Management with Six Sigma from IIM Raipur- Pursuing.
- MBA- Operations & Production- 63% (First Year), 2nd Year: Result awaited
- B.com aggregate percentage - (64%)
- CA-IPCC- Year 2012 (58%)
- Secondary schooling from Krishna Public School- Meerut (CBSE Board) with 84%(best five).
- Matriculation from DPM Public School- Meerut (CBSE Board) with 71%.

WORK EXPERIENCE

EMPLOYER: PhonePe Pvt. Ltd. (FlipKart- Walmart Group), Bangalore

Category Management Specialist| PhonePe Pvt. Ltd. (Flipkart Group) | June'18- Till Date

- **Account Management:** Keeping in view the targeted Business line, communicate the requirement to client accounts, managing the operations of current client account.
- **Cost Planning:** Prepare monthly budget plan with Biz Fin with effective planning and analyzing consumer behavior cut down the expenditure by 30% as compared from the previous F/Y.
- **Customer Funnel Analysis:** Improved the funnel by 20% at the Account level and Category wise after analyzing the trend between Total User V/s End customers including the page-wise user dropdown and compare it with the industry trend.
- Responds to issues, troubleshoot and resolve service issues related to all aspects of procurement &/or vendors and provide follow up to ensure resolution
- **Growth Management:** Contributed to doubling the growth of the platform by continuous improvements in products, services and CRM attributes to reach out to a customer.

- **Relationship Management:** Ability to build trusting relationships, understand business issues and proposed integrated solutions to Vendors/Merchants, encourage them to extend best discounts offers in order to compete in the industry by discussing the change in user behavior, feedbacks & area of scope to gain customer loyalty
- **Category Merchandising:** Developed the strategic merchandising block which increased the DAU's by 15% of the previous year trend. Also ensuring proper utilization of prime properties during the sale campaigns, testing merchant apps/store flows on timely basis for the smooth running of a business
- **Operation Management:** Involved in making and implementation of standard process document for the platform and business segment which reduces the customer tickets by 22% of the previous F/Y. Also involves in the periodic analysis of the BOT responses basis the query raised by the customer and deploy the required changes in the responses which improve the closure rate of the ticket at L1 by 15%. Adding to this closely connect with cross-functional teams to streamline the customer Escalation process, Billing and Merchant Onboarding process
- **Project Management:** Involves in launching & managing new/existing projects based on the product performance, customer reviews & escalation which lead us to target the correct set of users for the growth.

EMPLOYER: Clues Network Pvt. Ltd. (ShopClues.com), Gurgaon

Associate Category Account Manager | Clues Network Pvt. Ltd. (Shopclues) | AUG'16 – JUN'18

- **Category P&L and Financial Planning-** Sales, Transaction Value, Spend, Sourcing, & Direct Costs, for the Meta Category Automotive
- **Developed and executed Sales Plan** based on consumer segment insights and marketplace competitive data including Demand Estimation, Sourcing, inventory planning, Portfolio Merchandising-Pricing Plan and Campaign Coordination
- **Established the Tools & Oil Category** from scratch by onboarding merchants, building assortment, and optimizing the visibility of the products across channels, contributing 10% of total GMV of Automotive Business Unit
- **Ramped up the Revenue** (Transactional & Non-transactional) of Automotive Category by 30% & improved the Contribution Margin by 20%.
- Vendor Management & Reconciliation of Logistic charges at Category Level to optimize the Category Margin.
- Preparation of reconciliation statement for registered Merchants at MID level and Ticket level to ensure the reason for the difference in balances
- Sound knowledge of Accounts receivable, Accounts Payable & various tax applied on commercial activity (TDS, TCS, and GST)
- Verified that the company has complied with the Income Tax Act in all aspects i.e. Payment of Advance Tax, Proper deduction of TDS, Payments of ESI, EPF etc and other provisions.
- Preparation of TDS reimbursement report for registered Merchant and verify whether the TDS is deducted under the correct section and deposited accordingly.

EMPLOYER: Grofers India Pvt. Ltd, Gurgaon

Executive Operations (Payments Specialist) | Grofers India Pvt. Ltd. | DEC'15- Till JUNE'16

- Maintaining Daily payment gateway success report, Refund report & Sales channel report.
- Handling weekly merchant payments & customer refund management within defined SLA's
- Reconciliation of transaction from all the Online Payment gateway (Pay U Money, Mobikwik, Citrus and Paytm).
- Sound knowledge of Accounts receivable, Accounts Payable & various tax applied on commercial activity (TDS, TCS, and GST)

- SPOC for wallet rolled out by Grofers named as GROFERS CASH.

ACHIEVEMENTS

- Awarded by Certificate of Appreciation for Best All Round Support for the Organization Shopclues.com

Technical Skills

- Working Knowledge of MS Word, PowerPoint, and Excel for preparing and presentation of Data
- Basic Knowledge of SQL
- Working knowledge of Sales Force Solutioning to capture and monitor things under one shelter
- Knowledge of preparation of Financial statements as per the prescribed law by various authorities

INTERESTS AND CO-CURRICULAR ACTIVITIES

Net surfing, Travelling, Playing Video games, Interacting with peoples.

PERSONAL DETAILS

➤ Date of Birth	:	19 th Feb 1992
➤ Sex	:	Male
➤ Nationality	:	Indian
➤ Language	:	English, Hindi

Archit Rajwanshi