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# Juhi Singh

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## **CERTIFICATIONS**

**Advance Strategic Management Applied Digital Transformation & Analytics Program**  
IIM Rohtak • 02/2023 - 06/2023

## **SKILLS & INTERESTS**

Business Improvement, Customer Relationship Management, Relationship Building, Strategy Development, Strategic Planning, Business Analysis, Problem Solving, Sustainability, Effectiveness, Leadership, Productivity, Forecasting, Identify New Business Opportunities, Customer Acquisition, Project Management Activities, Marketing Planning, Measure Customer Feedback, Customer Complaint Handling, Customer Service, Facilitated Communication, Market Development, Performance Appraisal, Marketing Campaigns, Trend Analysis, Customer Satisfaction, Operations Management, Business Development, Human Resource Management, Retail Business Operations, Business Planning, Competitor Analysis, Marketing Collateral, Process Improvement, Quality Of Service, Quality Control, Sales Planning, Revenue Growth, Pricing Strategy, Profit Maximization, Project Management, Content Management, Customer Feedback, Marketing Efforts, Report Generation, Sales Forecasting, Sales Initiatives, Senior Management, Sales Development, Staff Management, Business Growth, Customer Handling, Data Analysis, Business Case, Business Goals, Sales Targets, Work Planning, Asset Management, Plan Review, Cost Reduction, Field Sales, MIS Report, Sales Data, Branding Process, Business To Business Service,

## **Sales & Operations**

## **WORK EXPERIENCE**

**Netambit Value First Private Limited • 07/2017 - 03/2023**

**Business Head • 06/2021 - 03/2023**

- Develop and implement business strategies and plans to achieve company goals and objectives
- Manage client relationships and ensure customer satisfaction
- Oversee project management activities and ensure timely delivery of projects
- Analyze market trends and sales data to forecast sales and develop strategies to improve profitability
- Lead strategic planning efforts and drive business growth initiatives
- Manage a team of sales and marketing professionals and provide guidance and support to achieve departmental goals
- Improve business processes and identify areas for optimization
- Resolve complex problems and make effective decisions to ensure business success
- Contribute to process improvement that leads to effectiveness and increases customer satisfaction
- Streamlined costs by proactively auditing and improving processes
- Provided the company with exceptional reviews and testimonials from customers and industry organizations
- In-depth knowledge of each client's business through research and regular on-site meetings
- Managed 15 projects at a time
- Nykaa : Sales for onboarding (PAN India)

- Ajjio : Operations
- JioMart : Lead Generation
- Meesho : Sales and Operations
- Limeroad : Sales and Operations
- Amazon Store : Sales and Operations
- Swiggy Meat Supply : Operations
- Swiggy New Supply : Sales and Operations
- Swiggy Instamart : Account handling
- Svanidhi : Sales and Operations
- Amazon Food : Onboarding and Operations
- Apna : Sales
- Good worker : Sales
- Payu : Sales and Operations
- Tranzact : Customer Support
- Manipal University Jaipur Edutech Process
- Unacademy Edutech Process

#### **Business Manager • 06/2020 - 05/2021**

- Overseeing the daily operations of the business and ensuring its success through effective management and strategic planning, as well as meeting or exceeding revenue and profitability targets.
- Developing and implementing business plans and strategies to achieve company goals and objectives, such as expanding market share, increasing revenue, and improving customer satisfaction.
- Identifying new client's and developing strategies to acquire and retain them, such as developing sales pitches, creating marketing materials, and building relationships with potential client's.
- Developing and implementing sales and marketing strategies to generate revenue and increase market share, such as identifying target markets, creating advertising campaigns, and measuring the effectiveness of marketing efforts.
- Building and maintaining relationships with customers to ensure customer satisfaction and retention, such as handling customer complaints, resolving issues, and improving customer service processes.
- Hiring, training, and managing staff to ensure they are motivated, productive, and aligned with company goals, such as providing ongoing training and performance evaluations.
- Managing projects and ensuring timely delivery of projects within scope, budget, and timeline, such as overseeing the development and implementation of new sales initiatives.
- Preparing reports and analyzing data to provide insights and recommendations for business improvement, such as presenting findings to senior management and making recommendations for process improvements.
- Ensuring the quality of services offered by the company, such as monitoring customer feedback and conducting quality control checks.
- Managed 7 Processes
- Nykaa : Sales (PAN India)
- Ajjio : Sales and Operations
- Meesho : Sales and Operations
- Swiggy Meat Supply : Operations
- Swiggy Instamart : Account handling
- JioMart : Lead Generation
- Amazon Food : Sales and Operations

#### **Assistant Manager • 07/2018 - 06/2020**

- Swiggy Process

- Taking care of Swiggy process as an Assistant Manager, handling complete sales team of 25 executives for onboarding, handling operation team of 12 key account managers who are managing cataloging, account management and restaurant launch
- Google Pay Process
- Worked as an Assistant Manager for Google Pay, managing all the reports, Data analysis, Review plans and managing field sales team for merchant acquisition

#### **Business Coordinator • 06/2019 - 05/2020**

- Google Pay
- Handling the client daily, weekly & Monthly basis planning and forecast.
- Lead and support to business goals and employee satisfaction
- Responsible of daily member onboarding, work planning, escalation, and process Improvement
- Managing & creating all reports with data for the review of Pan India level of Sales team
- Facilitated communication with client's and team members to improve business strategy and operation
- Introduced new methods, practices and systems to reduce turnaround time
- Coordinated with external contractors for development of marketing collateral, website management and branding activities.
- Mentored sales as well as operations with the great success ratio

#### **Operational Executive • 07/2017 - 06/2018**

- Incead Loan Process KYC Department
- Awarded 4 times as performer of the month
- Managed high volume of emails from merchants who were facing issues related catalogues and their complaints for improvements.
- Highly organized with customer-focus
- Solving queries & complaints of client regarding services for which they subscribed and providing them best possible solution
- Developed operational processes to help organization adapt to market change
- Preparation of MIS reports
- Work closely with the Sales Managers, Regional Managers to constantly meet quotas and sales targets.

#### **EDUCATION**

##### **M.Tech In Computer Science**

Aktu • 12/2017

##### **B.Tech In Information Technology**

Mdu