

Ayushi Mittal

OBJECTIVE: - Dedicated & Self-Motivated employee with proven client dealing & organizational skills seeking to apply my abilities in your organization

Work Experience



DESCRIPTION:- Worked as a Senior Executive – Sales Operations for Shiksha.com
Duration of tenure: Apr'19 – Dec'19

ROLES & RESPONSIBILITIES:- My responsibilities in Shiksha.com include:

1. **Managing sales operations team** using digital marketing campaigns by coordinating with sales and client simultaneously to ensure the smooth lead flow
2. **Maintaining Data and Forecasting:** Maintained all data, institute and city-wise and forecasting them depending upon historical weekly analysis for better performance
3. **Quality & Quantity Assurance:** Suggested sales about the better digital marketing campaign like Mailers, SMS, SEO, Facebook ads as per the campaign requirement and implementing same to influence renewals
4. **Engagement Management:** Worked closely with various departments (Design, Product, Sales, Content) to ensure the client receives his best of the leads and to ensure their renewal
5. **Training:** Creation of training presentations, training new hires and providing work to maintain team effectiveness
6. **Process Improvement Initiatives:** Suggested to use Spreadsheet to make process more systematic and also initiated weekly forecasting program which proved to be a good initiative for renewal



DESCRIPTION: Worked as a Relation Executive – Engagement Management for
Common-floor
Duration of tenure: Feb 2018 – March 2019

ROLES & RESPONSIBILITIES: -

Awarded with the certificate of **Outstanding performance in effectively resolving escalations & achieve 100% renewals of accounts**

My responsibilities in Quikr include:

1. **Managing operations** for the Customer Delight Team (Customer Support): This includes issue management, refund management, service levels of calls (sales and support), data analysis to gain insights from issues
2. **Quality & Quantity Assurance:** Responded queries, escalations received through different channels (Calls, Emails, chats) with effective solutions
3. **Engagement Management:** Worked closely with all departments (Digital, Design, Product, activation) to ensure the CRM works effectively for all aspects of the company
4. **Training:** Creation of training presentations, training new hires, basis focused areas of opportunities like quality management and client retention
5. **Client Retention:** Responsible for retaining existing client by maintaining quality leads. Have achieved 115 % in 2nd quarter & 123% in 3rd quarter of my target
6. **Process Improvement Initiatives:** Suggested to work on SEO improvement by updating project page hence responsible to update project description for all escalation projects

Internships



DESCRIPTION	I worked as a HR Intern at ZoomCar Duration of tenure: Apr 2017 – June 2017
ACHIEVEMENTS & RESPONSIBILITIES	<ol style="list-style-type: none">1. Got a PPO, given only to top 20 – 25% of the interns2. The Start-up has done well commercially but back-end system was absent. I worked with an external vendor (Darwin Box) to create an external customized management system for Zoomcar, which is still being used by them. This required analyzing what was missing in the standard system3. Led Preparations for the upcoming audit under severe time & data Constraints

Nishant Saxena, Chief Strategy officer at Global Cipla

DESCRIPTION	Worked as a digital marketing intern for his personal website Duration of tenure: Sep 2017 – Nov 2017
ACHIEVEMENTS & RESPONSIBILITIES	<ol style="list-style-type: none">1. Was responsible for improving engagingness & friendliness2. Original blog was rich in content but had poor usage due to being too academic, Upgraded the blog to have pictures, formatting, style that attract younger audience3. Did Empirical research with 20 target audience to understand what will excite4. Marketed the website through social media Likes & Hits doubles in 2 months

ACADEMICS

EDUCATION			
Year	Degree	Institute/School	CGPA
2018	PGPM	Vanguard Business School	73.2%
2015	B. TECH	UPTU Technical University	74.8%
2011	XII (CBSE)	Agra Public School	63.2%
2008	X (CBSE)	Mother Athena School	85.8%

CERTIFICATIONS & SKILLS

- **Certified Lean Six Sigma Green Belt**
- **Project Management & Supply Chain Management Certified**
- Excellent in **Advanced MS Excel & Power Point**
- Good Problem Solving & Data Analysis Skills

PERSONAL INFORMATION	
Date of Birth	9 th February 1993
Marital Status	Married
Languages Known	English & Hindi
Contact me at +91-7599253069 or mittalayushi0993@gmail.com	

