

SHIVALI KUMARI

OPERATIONS ANALYST | CLIENT SUCCESS SPECIALIST

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PROFESSIONAL SUMMARY

Dynamic and results-driven professional with 2+ years of experience in backend operations and sales management. Expertise in formulating operational strategies, resolving client issues, and driving business growth through data-backed solutions. Proven ability to increase efficiency, improve customer satisfaction, and exceed sales targets. Adept at CRM tools, Microsoft Office Suite, and market analysis to streamline processes and optimize performance.

WORK EXPERIENCE

INDIAMART INTERMESH LIMITED SENIOR EXECUTIVE

DECEMBER 2023 – OCTOBER 2024

- Managed team performance, achieving a 98% adherence to quality standards and delivery timelines.
- Formulated operational strategies, increasing workflow efficiency by 30%.
- Monitored and optimized processes, reducing delays by 20%.
- Resolved 100+ client issues monthly, ensuring seamless operations and satisfaction.

PROPERTY PISTOL REALTY PVT. LTD. ASSISTANT SALES MANAGER

APRIL 2022 – NOVEMBER 2023

- Increased customer satisfaction by 25% through effective communication and issue resolution.
- Analyzed feedback from 200+ surveys monthly to identify and address service gaps.
- Collaborated with sales and customer service teams, aligning operations with customer needs, achieving a 15% rise in client retention.
- Maintained detailed documentation, improving operational accuracy by 20%.

INSPLORE CONSULTANT PVT. LTD. SUMMER INTERN

FEBRUARY 2021 – MAY 2021

- Conducted market analysis and competitor research, leading to a 10% improvement in sales strategies.
- Assisted in lead generation, contributing to a 15% growth in revenue.
- Supported daily operational tasks, ensuring 100% target completion within deadlines.

CORE COMPETENCIES

- Backend Operations Management
- Sales Strategy and Analysis
- Client Relationship Management
- Performance Evaluation and Reporting
- Market Analysis and Lead Generation
- Microsoft Excel (Advanced), Word, PowerPoint
- Problem-Solving and Decision-Making
- Customer Feedback Analysis

EDUCATION

- MBA in Marketing and Operations Management**

ICFAI Business School, Kolkata | 2022

- BBA in Financial Services**

Techno India University | 2019

- Certifications**

- The Fundamentals of Digital Marketing
- Microsoft Excel – Beginner to Advanced