

# Vividh Agnihotri

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📍 Gurgaon

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## Profile

MBA candidate with strong experience in **operations, partner onboarding, and customer success**, with proven ability to manage workflows, resolve high-volume queries, and drive SLA-based performance. Skilled in **process optimization, cross-functional coordination, and people management**, with certifications in operations and supply chain. Passionate about leading teams, ensuring smooth store operations, and delivering customer-first outcomes in fast-paced environments.

## Education

08/2023 – 07/2025	<b>Master in Business Administration</b>
Punjab	<i>Lovely Professional University</i>
	CGPA: 7.52
07/2018 – 07/2022	<b>Bachelor of Science Agriculture</b>
Kanpur	<i>Rama University</i>
	CGPA: 7.1
06/2017 – 06/2018	<b>Intermediate</b>
Lucknow	<i>Gurukul Academy</i>

## Skills

### Operations & Process Management:

SLA-driven delivery, workflow optimization, inventory handling basics, efficiency improvement

### Team & People Management:

Onboarding, training, conflict resolution, cross-functional coordination

### Customer Service Excellence:

93% CSAT, query resolution, escalation management

### Data & Analytics:

Excel, Google Suite, Case Studio, basic Python

### Soft Skills:

Problem-solving, adaptability, negotiation, decision-making

## Professional Experience

05/2024 – 07/2024	<b>Marketing &amp; Sales Intern (Acquisition Ninja)</b>
Shimla	<i>Zomato</i>
	<ul style="list-style-type: none"><li>Onboarded <b>8+ new restaurants</b> and generated <b>91 qualified leads</b>, strengthening local supply-side operations and product base at Shimla.</li><li>Delivered <b>in-person product walkthroughs and training</b>, ensuring smooth partner adoption and retention.</li><li>Worked closely with <b>operations teams</b> to optimize onboarding workflows and improve turnaround time.</li></ul>
05/2022 – 07/2022	<b>Recruitment Intern (Acquisition)</b>
Lucknow	<i>LVT People (Remote)</i>
	<ul style="list-style-type: none"><li>Streamlined hiring operations, managing <b>60+ calls daily</b> while scheduling interviews for top clients.</li></ul>

- Coordinated with managers to ensure smooth pipeline execution and efficient placement.

04/2021 – 06/2021  
Lucknow

### **Business Development Intern**

*Urban Plants (Remote)*

- Onboarded **25+ clients**, managing contracts and customer engagement.
- Executed promotional campaigns, improving brand reach and strengthening client relationships.

### **Certificates**

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- Operations Management Foundations
- Python for Data Science
- Supply Chain and Operations Management Tips
- Supply Chain & Operations Management Tips
- Quality Management for Operational Excellence [↗](#)

### **Achievements**

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- Led a **team of 7** in Mega Marketing competition, delivering a high-impact business pitch.
- Published an article on **Sustainability in Agriculture** at National Conference on Agripreneurship.
- Worked at cold storage and managed operations of crops stored.