

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	Master in Business Administration
Punjab	<i>Lovely Professional University</i>
	CGPA: 7.52
07/2018 – 07/2022	Bachelor of Science Agriculture
Kanpur	<i>Rama University</i>
	CGPA: 7.1
06/2017 – 06/2018	Intermediate
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	Marketing & Sales Intern (Acquisition Ninja)
Shimla	<i>Zomato</i>
	<ul style="list-style-type: none">Onboarded 8+ new restaurants and generated 91 qualified leads, strengthening local supply-side operations and product base at Shimla.Delivered in-person product walkthroughs and training, ensuring smooth partner adoption and retention.Worked closely with operations teams to optimize onboarding workflows and improve turnaround time.
05/2022 – 07/2022	Recruitment Intern (Acquisition)
Lucknow	<i>LVT People (Remote)</i>
	<ul style="list-style-type: none">Streamlined hiring operations, managing 60+ calls daily while scheduling interviews for top clients.

- 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

- Operations Management Foundations
- Python for Data Science
- Supply Chain and Operations Management Tips
- Supply Chain & Operations Management Tips
- Quality Management for Operational Excellence ↗

Achievements

- 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.