

Shivani Virk

MIS and Administration Executive



5 Years 10 Months



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Profile Summary

Results-driven MIS & Admin Executive with 5+ years of hands-on experience in FMCG, Beauty, Skincare, and Fashion industries. Adept at data management, automation, and process optimization, ensuring accuracy in business reporting and analytics. Skilled in team coordination, compliance monitoring, and operational efficiency, **contributing to a 30% reduction in reporting time and a 15% improvement in inventory management.**

Proven expertise in sales data tracking, vendor & client management, and training coordination, successfully supporting cross-functional teams and senior leadership. Strong ability to streamline workflows, enhance decision-making through structured reporting, and implement automation solutions that drive business performance. A proactive professional with a problem-solving mindset, ensuring seamless execution of **administrative functions, large-scale events, and corporate operation**



Education

B.Com, 2020

Delhi College of Arts and Commerce, Delhi distance

12th, 2016

CBSE, English

10th, 2015

CBSE, English



Work Experience

Jul 2024 - Feb 2025

MIS and Administration Executive

DARJUV9 ENTERPRISES PVT LTD

- **Data Management & Automation:**

Managed pan-India sales team data, tracking sales through application portals and monitoring primary, secondary, and tertiary



Key skills

- Data Management & Reporting (Excel Google Sheets VLOOKUP Pivot Tables)
- Sales & Business Analysis (Primary Secondary Tertiary Sales Tracking)
- Event & Training Coordination (Model Management)
- Backstage Handling (Vendor Coordination)
- Compliance & Quality Audits (Process Audits Zero Tolerance Policy Adherence)
- Client & Vendor Management (Modern Trade Accounts Vendor Negotiations)
- Administrative & Operational Support (Front Office MIS Travel & Logistics Management)
- Inventory & Stock Management (FIFO Tracking Forecasting Demand Planning)
- Customer Support & Relationship Management (CRM Issue Resolution)
- Service Coordination (Process Automation & Optimization (Data Automation Workflow Efficiency Reporting Enhancement))



Personal Information

City Ghaziabad

Country INDIA



Hobbies

- Exploring different foods as a food vlogger.
- I am determined to learn new skills both

professionally and personally to enhance my everyday work and achieve greater success.



Languages

- Hindi
- English



Social links

https://www.linkedin.com/in/shivani-virk-732688124?utm_source=share&utm_campaign=share_via&utm_content=profile&utm_medium=android_app

sales. Developed and automated dashboards in Google Sheets, improving real-time sales tracking and decision-making. Implemented automation in sales forecasting, attendance tracking, inventory monitoring, and expense management, resulting in a **30% reduction in report generation time**.

- **Team Training & Onboarding:**

Conducted screening and interviews, managed onboarding processes, and trained new sales team members on daily reporting formats and compliance policies, fostering a collaborative environment that enhanced team performance and cohesion.

- **Sales Analysis & Strategy:**

Analyzed daily sales performance before and after promotional schemes, **providing insights and strategies that led to a 25% increase in overall sales**. Guided front-line sales teams by implementing structured sales reporting and compliance policies, directly contributing to achieving sales targets.

- **Client & Vendor Management:**

Handled key Modern Trade accounts such as Modern Bazaar, Kia Bazaar, Elenta Mart, Raj Mandir, and Baniya Ki Dukan, ensuring effective sales tracking, client coordination, and scheme discussions. **Developed strong relationships with vendors, leading to a 15% improvement in inventory turnover rates**.

- **Financial Accountability & Reporting:**

Prepared structured reports for business expenses versus forecasts, ensuring financial accountability. Created comprehensive daily, monthly, and management reports with detailed analysis, collaborating with the VP and Director to identify areas for improvement and implement strategic initiatives.

- **Compliance Monitoring & Operational Efficiency:**

Monitored team compliance with sales reporting and company policies, optimizing workflows. **Automated 60% of manual tasks to enhance operational efficiency, enabling the team to focus on high-value activities**.

- **Logistics & Team Coordination:**

Managed hotel and flight bookings for the team, ensuring smooth business travel. Ordered lunch for weekly team meetings to support collaboration and engagement among team members, enhancing overall team dynamics.

Mar 2023 - May 2024

North 1 Coordinator MIS and Admin

CBRE (L'oreal India Private Limited)

North 1 Coordinator | MIS & Admin

L'Oréal India Pvt. Ltd. (CBRE South Asia Pvt. Ltd. Payroll)-Front office executive

- **Data & Reporting Optimization**

Created automated dashboards & reports using VLOOKUP, Pivot Tables, and Data Validation, ensuring accurate business tracking.

Assisted Regional Technical Managers (RTMs) by streamlining urgent data requests, interview logistics, and monthly reporting. Developed Excel automation, **reducing manual reporting time by 30% and improving data accuracy.**

- **Event & Training Execution**

Coordinated 5+ large-scale events (Look & Learn sessions) attended by 1,000+ hairdressers, managing backstage operations, model arrangements & artist coordination.

Arranged 40+ models per day for in-house training, handling follow-ups and logistics.

Coordinated international artists for Master Classes, overseeing travel, scheduling & on-site execution.

- **Stock & Inventory Management**

Implemented FIFO tracking, reducing product wastage by 15% and ensuring optimal stock utilization.

Managed event-day stock logistics, ensuring seamless delivery & usage of training materials.

- **Administrative & Operational Efficiency**

Optimized front-office operations, vendor management & compliance reporting for structured workflow.

Scheduled leadership meetings, interview logistics, and training room allotments, ensuring smooth execution.

Ensured compliance with reporting standards, improving process efficiency across departments.

Jul 2022 - Dec 2022

Project Executive

Cogent E Services

Project Executive – Business Compliance & Quality

- Audited end-to-end BPO processes to ensure adherence to Zero Tolerance Policy (ZTP) and industry standards.
- Monitored call quality, data security, and operational compliance, **ensuring a 98% adherence rate.**
- Conducted process audits to identify gaps and recommended corrective actions for service improvement.
- **Ensured strict compliance with client SLAs, GDPR, and data protection policies to mitigate risks.**
- Developed structured compliance reports for senior management, offering actionable insights for process enhancement.
- **Trained BPO teams on compliance protocols and regulatory requirements to improve service quality.**
- Worked closely with operations and quality teams, **streamlining**

Jun 2021 - May 2022

Senior Customer Support Executive
Urban Company (UC)

Urban Company (3rd party pay role)

- Acted as an intermediary between clients and service providers to ensure smooth communication and issue resolution.
- Addressed customer inquiries and concerns via phone, email, and chat, ensuring high customer satisfaction.
- Utilized the company's CRM system to document interactions and track open cases.
- Identified and escalated complex issues to relevant departments for resolution.
- Participated in training sessions to stay updated on company policies, products, and services.
- Maintained a professional and empathetic approach while adhering to company service standards.

Sep 2018 - Mar 2020

MIS and Administration Executive
Mazana products Co. Inc.

- Generated sales forecasts to guide inventory planning and revenue strategies.
- Reduced stock discrepancies by precise inventory tracking
- Conducted market analyses to identify revenue growth opportunities.
- Managed employee biometric system for attendance tracking and payroll accuracy.
- Provided reports to the Zonal Sales Manager (ZSM) for sales and operations insights.
- Handled administrative tasks & Front desk including vendor coordination, event planning, and office operations.



DATE

Signature