

Akshata Shirkar

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EDUCATIONAL QUALIFICATION

DEGREE/EXAMINATION	INSTITUTION/UNIVERSITY	Year
B.A. Maas Media	Kirti M. Doongursee College	2023
Class XII	Bunts Sangha's Higher Education	2020
Class X	Guru Nanak Khalsa School	2018

BUSINESS EXPERIENCE

- **Urban Company, Business Development Associate** **March'23- Present**
 - Managed approval processes for Mumbai, Pune and Ahmedabad within the SPA/MFM vertical. Assisted city team in onboarding high-quality partners to ensure optimal demand fulfillment, thereby enhancing the customer experience.
 - Addressed partner churn and partner-at-fault cancellations, successfully reducing the churn rate.
 - Oversaw **500+** service professionals in the Spa/MFM category and made sure a proper supply-demand balance was always maintained.
 - Organized training sessions with the service professionals to train them on latest initiatives, developments and to understand their on-ground difficulties, queries and proposed action plans that is mutually beneficial for all the parties involved.
 - Successfully onboarded 500+ professionals across west cluster, resulting in capturing maximum number of requests and reducing the RL from **50%** to **6%** in peak time.
 - Awarded a **Fort Builder** by improving EL AR for the SPA category at **90+** in a short period of time.
- **Amerivo, Dispatcher** **Sept'22- Feb'22**
 - Managed logistics and supply chain operations for American firms, ensuring timely and efficient delivery of goods.
 - Coordinated with vendors, carriers, and internal teams to streamline processes and optimize transportation routes.
 - Implemented tracking systems and monitored shipments to resolve issues and maintain high customer satisfaction.
 - Analyzed logistics data to identify trends and opportunities for cost reduction and process improvement.
 - Developed and maintained strong relationships with clients and partners to enhance service delivery and operational efficiency.

POSITIONS OF RESPONSIBILITY

- **Senior Member, Moksh** **July'21-Feb'23**
 - Established on the principles of providing sustainable solutions through scientific research, aimed at utilizing unexplored sources of pollution and upcycling these pollutants into innovative products. This initiative promotes sustainability and significantly reduces carbon footprints.
 - Work for safeguarding marine life by addressing poor waste management practices in urban temples. We repurpose floral discards to naturally dye organic fabrics, aiming to foster a new wave of sustainability in fashion and revive the traditional Indian art form of handloom.
 - Organized and managed a variety of events, including singing, dance, and festival activities, to promote cultural engagement and community involvement.
 - Coordinated with performers, vendors, and volunteers to ensure seamless execution of events.
 - Promoted events through social media and other marketing channels to maximize attendance and engagement.
 - Managed budgets and resources effectively to stay within financial constraints while achieving high-quality event outcomes.
 - Developed event schedules, managed logistics, and handled on-site coordination to ensure all activities ran smoothly.

SKILLS

Core Competencies: Communication and Presentation skills, Problem-Solving, Project Management, Cross-functional teamwork, Critical Thinking and Data interpretation, marketing and advertisement, content/story writing.