

Shivam Chauhan

Contact

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Education

MBA with (Marketing & Logistics)
G.L.A. University, Mathura.

B.Sc. (Biology)
D.B.R.A University Agra.

Higher Secondary Education
U.P Board.

Matriculation
C.B.S.E BOARD

Objective

Objective to Work in an Organization Which Provides Opportunities for growth, learning and scope for the implementation of my skills and hence give my best to the Organization. Looking for Assignments in sales & Marketing. Ambitious Executive successful at setting policies, improving performance and updating processes. Looking to apply knowledge and expertise to contribute to business sustainability and growth. Pursuing challenging new position at a growing organization. Coordinated Personal Assistant polished in supporting busy company owners and leadership.

02 May 2022 to 30th April 2024

SRIAAS (SR Institute of Advanced Ayurvedic Sciences)

Team Leader

- Developed and implemented strategies to improve team performance, morale and engagement
- Created and maintained strong relationships with executive team members.
- Identified areas of improvement in business operations processes, procedures.
- Organized regular meetings with the executive team to review progress on projects and initiatives
- Conducted research into current trends within the industry to inform decision making processes
- Managed daily operations including budgeting, resource allocation, staffing requirements and targets
- Provided guidance on strategic planning initiatives such as expansion plans or product launches.

27th September 2020 to 13th March 2022

Karma Ayurveda & Ayu karma

Team Leader

- Coordinated team activities and delegated tasks to ensure efficient completion of projects
- Developed strategies for problem solving and conflict resolution among team members
- Conducted regular performance reviews to assess individual team member progress

- Created training materials and conducted group trainings on new processes or procedures
- Assisted with recruitment efforts by interviewing potential candidates and providing input on hiring decisions
- Monitored daily workflow to ensure adherence to established policies and procedures
- Established clear expectations for employees, providing guidance when needed
- Held weekly staff meetings to review project updates, discuss issues, and brainstorm solutions
- Reviewed customer service surveys with the help of QA specialist and implemented strategies to improve customer satisfaction ratings
- Analyzed data from various sources to identify areas of improvement in the department's operations.

20th May 2019 to 09th May 2020

PNB Metlife India Insurance

Assistant Sales Manager

- Negotiated customer contracts and maintained relationships with existing clients
- Monitored competitor activities, analyzed trends in the marketplace, and adjusted sales techniques accordingly
- Conducted weekly and monthly meetings to review progress against goals and objectives
- Ensured accurate forecasting of monthly, quarterly, and annual revenue targets
- Analyzed customer feedback to identify areas for improvement in service delivery
- Implemented new processes for managing customer accounts and improving lead generation efforts
- Created marketing materials including brochures, flyers, and presentations for potential customers
- Resolved escalated customer inquiries or complaints in a timely manner
- Developed pricing models that maximize profitability while meeting customer needs
- Performed competitive analysis to evaluate pricing structures of rival companies.

Interests

Playing team sports.

Demonstrates teamwork skills but also leadership and strategic skills.

Public speaking Community Involvement

Personal Details

Father Name: Mr Kaushlendra Singh

Marital Status: Unmarried

Date of birth: 01-03-1998

Residential Address: - Bapu nagar, skb road, Etah (207001).

Rental Address :- A1/62 sector – 6 Rohini Delhi (110085).

