



MAYANK BOTHRA

Customer Success | Strategy & Operations | Project Management | Account Management

PROFILE

A result-driven professional with widespread cross-cultural experience in Account Management, Strategy & Operations, Project Management, Quality Assurance, Customer Services, and Web & Data Analytics. I wish to continue delivering the best services to customers of a big and thriving company.

CONTACT

Email

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LinkedIn

<https://www.linkedin.com/in/imayankb/>

Address

Gurgaon,

SKILLS

Customer Relationship

Problem solving

Data Analytics

Project Management

Relationship Management

Leadership

Team Management

Accountability

Communication

HOBBIES

Movies

EDM Music

Web Surfing

Traveling

Photography

Hiking

EXPERIENCE

Analyst II, Better, Gurgaon

Jul 2021

- Developed monthly, end-of-quarter, and other statistical reports for the leadership team and quality improvement programs using Google Data Studio and Power BI.
- Developed and executed audit process for 600+ individual contributors workflow in accordance with a 360-degree feedback mechanism, involved and actualizing remediation mechanism.
- Identify control deficiencies and make recommendations to improve the efficiency of operations and the control environment.
- Implemented ambitious customer satisfaction goals, and better-enabled customer service staff members to effectively meet them.
- Created, edited, and altered customer service strategies and procedures in an Agile manner to best deliver a satisfying experience.
- Coordinated with Agents, Vendors, Attorneys & Escrow/Title in order to complete 100+ transactions in the US.
- Adhere to our AML policies, KYC Checks, and procedures when reviewing 100+ transactions in the US.

Sales Manager, IDFC First Bank Ltd, Jaipur

Apr 2019 - Jun 2021

- Analyzed business trends & formulate new strategies to increase sales figures from 600 cases to 1000+ cases
- Build relationships with 45 existing channels and created 80 new channels to generate business for the organization
- Controlled the files disbursal and reduced TAT from 6-7 days to 0-2 days
- Increased Revenue from Rs 50/case to Rs 300/case
- Co-ordinated with product, credit, risk, and operation team to ensure a smooth and healthy flow of business
- Developed strategies to increase penetration of IDFC's new product Credit Card, Sold 50+ Cards in the First Month of its Launch
- Mentor and Guide team 20+ sales officers directly
- Interacted with customers and resolved their problems related to the organization's services.
- Ensured that SO's meet rigorous KYC AML standards whilst building efficiency where possible.

Web Developer, Redstone Group , Jaipur

Jul 2015 - Dec 2016

- Developed 50+ new clients and negotiated with them to close a profitable deal
- Developed 100+ dynamic and interactive websites with different technologies such as HTML, CSS, JS, Bootstrap, JQuery, WordPress, SQL, etc

Web Developer, Morelife London, New Delhi

Sep 2014 - Jun 2015

Web Developer, Dealing With Designs, Kolkata

Aug 2013 - Jul 2014

INTERNSHIP

Marketing Associate, Stock Gurukul, Gurgaon

Feb 2018 - May 2018

Project: Business & Brand Development of Stock Gurukul under Financial Literacy Mission

- Accountable for 80+ cold calling/days to Colleges, Offices, and Individuals for Seminars and Workshops.
- Generated 30+leads for Workshops and Seminars.
- Developed digital marketing strategies/creatives for Seminars and Workshops (Emails, Brochures, and Creative for online promotion).
- Successfully managed to book a seminar for 70+ Students at IBMR College.
- Social media traffic increased by 30%.

EDUCATION

MBA, ICFAI Business School, Gurgaon

Jul 2017 - May 2019

- GPA: 7.74
- Elected to IT Head for Students' Council in 2017-2019
- Organized 5 major events (Annual Fest, Fresher, Farewell, etc.) in IBS Gurgaon.
- Organized 50+ minor events in IBS Gurgaon.
- Heading CYBORG Club with a team of 8 at IBS Gurgaon.

B.COM (H), BEC (Calcutta University), Kolkata

May 2010 - Apr 2013

Higher Secondary Education, SJV (WB Board), Kolkata

May 2009 - Apr 2010

Secondary Education , SJV (WB Board)

Apr 2007 - Mar 2008

TECHNICAL SKILLS

- Google Analytics, Webmasters Tools, Google AdWords
- MS Office (Word, PowerPoint, Excel, Outlook). Power BI, Google Data Studio
- Salesforce, Dot loop, FollowUpBoss, Monday.com
- HTML5, CSS3, WordPress, Bootstrap, SQL
- Adobe Photoshop, Adobe Illustrator

CERTIFICATIONS

Salesforce for Managers, LinkedIn

May 2020

Social Media Marketing Foundation, LinkedIn

May 2020

Management Trainee Induction Program, Manipal Global Education

May 2019

Graphic & Web Designing, Arena Animation

Aug 2012