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| Pankaj Tiwari | | **Project Delivery** professionalwith **11 years** of experience in **Catalogue Management,** **Customer & Merchant Operations, People Management, Vendor Management, Client Servicing, Process Automation** across **B2B**, **B2C** and **Publishing domains.** |
| Telephone | +91 70652 93071 |
| Email | ptla2810@gmail.com |
| Marker | New Delhi |

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| Beaker**Professional Summary** | * Handling Merchant Onboarding, Helplines, Pre-& Post Sales Service, Process Automation, KYC. * Working on Enterprise and Data Content Management System developed on various platform. * Translate Business needs into technology requirements and to successfully manage all phases of projects from needs analysis and requirements definition to vendor, implementation, etc. |

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| Tools  **Key Skills** | * Customer Servicing * Process Optimization * Customer Engagement | * People Management * Web Catalog Management * Contact Centre | * Data Analysis * Business Delivery * Reporting & MIS |

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| Employee Badge  **Jun-2017**  **To**  **Present** | **Professional Experiences** | |
| **Sr. Manager – Project Delivery** | Creativelipi Webtech (Partner: Indiamart), Delhi |
| * Managing business planning and operation for seller onboarding and customer catalogue of Indiamart.com * Looking after catalogue quality improvement, driving operational metrics and team management, product conceptualization and feedback, automation driven accuracy and efficiency improvement * Responsible for SLA, Quality, CSAT, Customer Tickets, AHT, Utilisation, SOP Improvements, Volume reduction and Escalation Management. * Suggest changes in the service flow with regards to the service support ecosystem/architecture that are sustainable and growth-oriented (in CRM and customer centre operations) * Report all sort of Management Reports as required for data-backed and decision making. | |

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| Employee Badge  **Apr-2016**  **To**  **May-2017** | **Head – Web operations & Client Servicing** | Integrated Database (India Today Group), Delhi |
| * Oversee the end-to-end development of client websites and Service Delivery efficiency * Responsible for stabilizing & building the overall B2B Platform along with huge Database of SMEs * Managed 70-80 associates, with 07-08 Team Leaders as direct reportee, a cross-functional team of Developers, Designers, Email Marketing Team, Content Writers & Web Development Team * Develop renewal strategy and plan to retain and grow the client base, with minimal client churn and drive improvement of team CSAT scores, productivity and efficiency * Managed Tele Marketing process along with client retention and revenue generation * Managed business Partnership & Tie-ups with Resellers, Publishers & DSAs across the country | |

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| Employee Badge  **Dec-2013**  **To**  **Apr-2016** | **Manager – Service Delivery** | Getit India / Askme Malaysia, Delhi |
| * Handling web operations & customer support for int'l division of Askme.com * Responsible for entire telesales, backend operations: taxonomy, content, sales support – both pre-& post sales – merchant/ advertiser on-boarding, reporting, accounts fulfilment & management. * Managed data/content for website (sourcing & processing), graphics (category images, icons, banners, account images work), taxonomy (categories, keywords, attribute, synonyms & stop words etc.), vendor management, CRM, web support, subject training, administering resource as well as executing on-time delivery – this included SMEs, retails, brands & classifieds * Managed call centre operations in Malaysia; included sourcing & upselling of merchant/ advertisers, getting merchants/ advertisers on-board & engaging them. * Executed Go-To-Market strategy and successfully implemented the process in Malaysia * Develop process work-flow, DFD, PRD & design in compliance with regulatory requirements | |

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| Employee Badge  **May-2008**  **To**  **Dec-2013** | **Manager – Customer Ops & Delivery** | Indiamart.com, Delhi |
| * Managed delivery of website, project and services, Quality Check, intra and inters department coordination, client servicing and people management * Responsible for web operations and implemented strategies towards the improvement of catalogue designing and promotion, deployed on-page and off-page optimization for the website * Implemented a process to track down duplicate account creations which assist in efficient customer service while pinning-down fraudulent activities & falsified information feeding * Designed and led client verification process via call centre and catalog enrichment process via brochure collection activities * Responsible for handling the complete life cycle process for client servicing and retention * Ensured that the executives meet daily / monthly targets and sending reports to the management | |

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| Employee Badge  **Jan-2008**  **To**  **Apr-2008** | **Research ASSOCIATE - OJT** RS Market Research, Delhi |
| * Managed Drafting or assisting in the preparation of research proposals * Designing or assisting in the development of questionnaires and moderator guides * Conducting in-depth data analyses using traditional and advanced methods * Liaising with data partners and specialist consultants |

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| Books**Academic** | * P.G.D.B.M – EMPI Business School * Bachelor's in commerce from Calcutta University * Google Analytics Certification * Google AdWords Certified on Display, Mobile & Shopping | 2006 – 2008  2005 – 2008  2017  2017 |