

VINITA MEHTA

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PROFESSIONAL SUMMARY

Organizational Psychology personnel dedicated to continuous process improvement in the face of rapidly evolving and changing markets. Extremely results-oriented and proactive in addressing and resolving problems. Dedicated to helping employees align with business objectives and enhancement of professional skills. Organized and creative with strong leadership and collaboration skills.

SKILLS

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| Exceptional interpersonal communication | Human resources Management |
| Effective leader | Strategic thinker |
| Staff training/ development | Excellent mediator |
| Constantly meet goals | Conflict resolution |
| Team building strength | Performance minded |
| Efficient multi-tasker | Strategic Business Development |

WORK HISTORY

Bootstrap Media Communications Private Limited

Business Development – Sr. Manager | New Delhi | February 2018 – Current

- Developing growth strategies and plans
- Managing and retaining relationships with existing clients
- Increasing client base
- Having an in-depth knowledge of business products and value proposition
- Writing business proposals
- Negotiating with stakeholders
- Identifying and mapping business strengths and customer needs
- Researching business opportunities and viable income streams
- Following industry trends locally and internationally
- Drafting and reviewing contracts
- Reporting on successes and areas needing improvements

Manas International

Organizational & Business Development Manager | New Delhi | August 2015 – February 2018

- Develop regional programs to enhance effectiveness of employees achieving business goals.
- Develop strategic partnership with the Business teams, HR group, and other internal teams to identify and intervene on change management initiatives that foster organization growth and address strategic goals and needs.
- Executed gap analysis at senior leadership level for development and succession planning

- Conducted leadership/talent surveys and facilitated feedback meetings for key managers
- Build key customer relationships and develop mutually beneficial relationships within the organization and business partners.
- Work closely with business leaders to plan and implement projects and strategies which help realize the vision, mission and strategic plan of the organization.
- Evaluate and ensure that organizational best practices are used and are sustainable with future organizational goals and changes.
- Facilitate employee- management communication strategies.
- Build a team of high performing associates committed to client satisfaction through excellence and continuous improvement.
- Develop changes in phases of training through various techniques; including Team building, Conflict resolution, Systems theory with interdisciplinary emergence.

ACHIEVEMENTS

- Conducted successful training workshops and independent projects for various e-learning organizations.
- Successfully organized workshops and seminars for the Jalandhar Independent Sahodhaya Schools Complex, giving Jumping Frog (our e-learning product) exposure to over 96 schools within the vicinity.

American Express – Gurgaon, India

Dispute Analyst | Gurgaon | July 2014 – July 2015

- Research case and contact merchant for supports against dispute claim.
- Review the documentation received from card member or merchant.
- Analyze the issues involved in the dispute and make a judgment in favor of one of the parties – the card merchant or the card holder, in accordance with the guidelines laid in the American Express Business Policies.
- Communicate and agree upon the judgment with the card issuing bank. In cases of disagreement, escalate the unresolved case to the ‘Arbitration Committee’ of the Bank.
- Analyze dispute trends to identify merchants with high frequency of disputes and work with relationship managers to achieve a resolution.
- Handle Card member and Merchant disputes for the local and the international market in an extremely professional, responsive and competent manner.
- Effectively process both Issuer (Card members) and Acquirer (Service Establishments) disputes as per GNS Policy.
- Build excellent business relationship with customer groups, peers and seniors.
- Effectively manage chargeback Accounts – inventory & aging.
- Ensure latest updated policies, procedures; Desk Instructions are read & complied with at all times.
- Report, analyze and recommend process improvements in light of trends observed for disputes and queries.

ACHIEVEMENTS

- Handling complex and escalated cases with confidence, sincerity and resolving at ease.
- Pitched an important process improvement praxis that was taken on as a mandatory step in the overall working of a dispute case. It helped reduce the overall number of the case inventory and also resulted in eliminating duplication of cases.

BONDWELL ENTERPRISES

Learning and Development Specialist | New Delhi, DL | February 2012 – February 2014

- Design and facilitate professional, management and leadership development programs that drive business results and increase employee engagement.
- Provide customized training experience, business plans and goals towards organizational needs.
- Conducting effective seminars that have proven to increase business productivity, employee retention and customer retention for sales teams.
- Create and engage a productive workforce by coaching and counseling employees on career, professional and skill development plans and routinely confer with management and to identify training needs based on projected strategic initiatives, changes and other factors.
- Identify training related performance issues, assess training needs and coordinate customized program delivery in support of core competencies.
- Ensure employees reach their highest potential by providing learning programs that are engaging, fun and retained, and offer opportunities to develop skills, enhance productivity, quality of work and builds loyalty to the company.

ACHIEVEMENTS

- Was recognized at the top Trainer and business developer, getting up to 22 new contracts signed by potential business partners.
- Was handed over the responsibility of carrying out learning and development of the entire west and south region, within the first 6 months.

EDUCATION

MASTER OF SCIENCE Organizational Psychology
City University of London
[England | United Kingdom | 2011](#)

BACHELOR OF SCIENCE Psychology
Brunel University
[England | United Kingdom | 2009](#)

Senior Secondary School – CBSE Board
Delhi Police Public School
[New Delhi | India | 2006](#)

Secondary School – CBSE Board
Indian School Muladha
[Muladha | Sultanate of Oman | 2004](#)

References available upon request.