

Piyush Mishra

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Skills

- Excel/Google Sheet
- Data Analysis
- Microsoft Office
- Power BI
- Business Analysis
- Project Management

Professional Experience

SENIOR MANAGER | CLICK MELON PVT. LTD | AUG 2024 - PRESENT

- Spearheading team of 7 members to oversee daily operations like delivery of programs to clients, lead qualifications, Loan Processing and its tracking process within CRM.
- Maintain accurate loan records and reporting, loan portfolio of students. Originate, underwrite and approve/reject loan applications from students and their parents.
- Developed and implemented advanced customer satisfaction strategies using feedback surveys. Conducting weekly meeting to report on going projects to immediate manager and plan for upcoming six months sales and post sales activities strategies.
- Weekly market analysis and planning sales accordingly along with the close track and monitor sales progress as per targeted KPI with timely provision of mentorship and training conducted.
- Utilized Advanced Excel function (V-Lookup, Pivot Tables) for in depth data analysis and report generation.

DEPUTY MANAGER | UNEXT PVT. LTD | JUNE 2022 - PRESENT

- Spearheading team of 3 members to oversee daily operations like delivery of programs to clients, lead qualifications and its tracking process within CRM.
- Weekly market analysis and planning sales accordingly along with the close track and monitor sales progress as per targeted KPI with timely provision of mentorship and training conducted.
- Collaborated with Sales, Product and digital marketing teams to streamline dashboards using Excel and Power BI, leading to a 30% boost in lead conversing rates.
- Utilized Advanced Excel functions (V-Lookup, Pivot Tables) for in-depth data analysis and report generation, reducing manual work by 2 hours and increasing workflow efficiency.
- Developed and implemented advanced customer satisfaction strategies using feedback surveys. Conducting weekly meeting to report on going projects to immediate manager and plan for upcoming six months sales and post sales activities strategies.
- Mentored and developed interns and associates, utilizing CRM and other tools required within the organization. Initiated use of Power BI within the organization for better visualization and time consumption that leads to more productivity right from associate level.
- Monthly representation of progress of the branch to the management using data including every aspect of business-like financial projections, employee's management, sales growth and post activities data too.

BUSINESS DEVELOPMENT MANAGER | PURPLE UNIFORMS | MAY 2019 – APR 2022

- Surpassed quarterly sales targets consistently by 15%, contributing to a 20% increase in team revenues.
- Successfully negotiated and closed key deals with major clients, resulting in a 30% expansion of the customer base.
- Implemented a streamlined communication strategy, enhancing client engagement and feedback, leading to a 25% improvement in customer satisfaction.
- Collaborated with the marketing team to develop targeted campaigns, resulting in a 10% increase in lead generation and conversion rates.
- Demonstrated adaptability and resilience by navigating challenges such as market fluctuations and client-specific demands, maintaining a consistent sales performance.

JUNIOR ENGINEER | CARLSBERG PVT. LTD INDIA | MAY 2018 – APR 2019

- Collaborated with cross-functional teams to optimize production processes, ensuring efficient and seamless operations in the brewing facility.
- Actively participated in troubleshooting and resolving equipment failures, demonstrating a quick and effective problem-solving ability to minimize production disruptions.
- Played a key role in the successful commissioning of a new production line, adhering to safety standards and completing the project ahead of schedule.
- Conducted regular quality control checks and contributed to maintaining high product standards, receiving commendation for maintaining consistently low defect rates.
- Engaged in continuous learning and professional development by attending relevant workshops and training sessions, staying updated on the latest industry trends and best practices.
- Implemented preventive maintenance schedules, resulting in a 15% reduction in equipment downtime and contributed to enhanced performance.

Education

PGP COURSE IN DATA SCIENCE | FEB 2024 | CAREER ERA

B. TECHNOLOGY IN MECHANICAL ENGINEERING | JUNE 2018 | MITRC RAJASTHAN

