

RAVI KUMAR

PROFESSIONAL SUMMARY

Motivated and friendly worker with a flexible schedule and willing to work weekends. Dependable and punctual with a clean driving record. Talented and dedicated to continuous improvement to keep everything running smoothly. Highly analytical and organized in addressing routine needs and managing unique circumstances. Work collaboratively with team members. Focused on keeping the department efficient and cost-effective. Keeps risk low and profits high with balanced approach.

EXPERIENCE

Relationship Executive- Shopsy By Flipkart at Startek, Lucknow [Jan, 2022- April 8th, 2023]

- Strong quantitative ability to analyze data, draw inferences and recommend actions for improvement, distinctive problem-solving and excellent analysis skills.
- Responsible for identifying seller's potential, increasing their sales, managing seller quality and aiding in fulfillment of seller products.
- Managed relationship with a defined set of **Platinum, Gold, Silver level sellers** for account management for 3 months.
- Strategic planner and executioner for **Consignments, Ads and Promotion**.
- Maintained robust inventory of available products, avoiding delivery delays and maximizing profits.
- Executing campaigns with **high precision** with **maximized ROI** of campaigns by analyzing performance, response rates and results.
- Play a key role in terms of operations for **big sale events** like '**Big Billion Days**', '**Big Saving Days**', '**Grand Shopsy Mela**', '**Loot Sale**' for the platform.
- Product development, **Listing, Pricing** and **Hygiene Cataloging**.
- Responsible for market research on **product's visibility, price data, competition pricing, product bundling**, etc.
- Planning of **category level visibility** and **optimization** through data
- Drive key initiatives of process optimization, adoption of new features.
- Handled seller's complaints following company procedure.

Relationship Manager- Policybazaar Insurance Brokers Pvt. Ltd., Gurgaon [July, 2023-May 1st, 2024]

Relationship Manager- GroMo, Gurgaon [6th May, 2024- 2nd July, 2024]

- Hiring & training of channel partners.
- Increasing channel loyalty and engagement.
- Meeting targets for motors general Insurance channel.
- Responsible for coordinating with teams for streamlining processes.
- Build and nurture relationships with clients, understanding their insurance needs.
- Collaborate with the sales team and contribute to the overall growth of the organization
- Achieve and exceed sales targets through effective communication and relationship-building skills.
- Provide comprehensive information on insurance products and tailor solutions to meet individual client requirements

CERTIFICATION

Microsoft Excel by Great Learning

Cell Referencing, Tables and borders in excel, Data and time in excel, Sorting and filtering, If-else condition, General functions in descriptive analysis.

Pivot Table:

Pivot Table, Pivot chart, Slicer & Slicer Setting, Timeline, Grouping, Custom Grouping, Pivot Table, Option/Setting, Show Values as Calculated Fields Filter & Filter report pages, Dynamic Pivot Table, Pivot Table on multiple sheets, Get Pivot Data Formula, Auto Refresh Pivot Table.

Formula:

FREQUENCY, INDEX, MATCH, LOOKUP, VLOOKUP, HLOOKUP, SUMIF, SUMIFS, COUNTIF, COUNTIFS, COUNTA, COUNT, LANK, AVERAGEIF, AVERAGEIFS, SUBTOTAL, SUMPRODUCT, IF, IF AND, IF OR, NESTED, LEFT, RIGHT, MID, FIND, REPEAT, SUBSTITUTE, PMT, PPMT, IPMT, PV, FV

ACHIEVEMENTS

- Honored with prizes for CSAT by supervisors
- Targets on time
- Meet and exceed process' KPIs
- Excellent bond with sellers and insurance partners
- Punctual and dedication
- Relationship Executive to Key Account Manager (top 5)

INDUSTRIAL TRAINING

30 days Industrial Vocational Training from **EDGE GRINDING TECHNOLOGIES PVT. LTD.**, M.G. Road, Dasna, Ghaziabad, U.P. – 201015

GURGAON

September 2nd, 2024



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EDUCATION

- **B.Tech | AKTU 2016 - 64.06 %**
Mechanical Engineering
IDEAL INSTITUTE OF TECHNOLOGY,
GHAZIABAD, U.P.
- **12th | CBSE 2011 - 55.4 %**
Science
MAHARANA PRATAP EDUCATION
CENTRE, KANPUR, U.P.
- **10th | UP BOARD 2009 - 67.8%**
BRIJ BIHARI H S SCHOOL
PRAYAGRAJ, U.P.

SKILLS

- Network Building
- Business Development
- Team Leadership
- Team Management
- Sales & Negotiation skill
- Strong communication skills
- Relationship Building
- Accept Responsibility
- Market and research skill
- Ability to solve problems
- Strong decision making
- Strong coordination and collaboration skills

COMPUTER PROFICIENCY

Operating System: Win XP, Win7, Win 8

Applications: MS-Word, MS-Excel, MS- Power Point

Browser: Chrome, Internet Explorer, Mozilla Firefox, Microsoft Edge

INTEREST

- Cycling
- Learning new things
- Interaction with people