

DIVIJ DHINGRA

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SUMMARY

Detail-oriented business management associate with a BBA in Finance and practical experience in supporting business operations and financial functions. Strong analytical skills and effective project management abilities. Seeking to contribute to strategic initiatives and support organizational goals.

WORK EXPERIENCE

BUSINESS DEVELOPMENT ASSOCIATE

Urban Company, New Delhi

Jan 2024 - Present

- Successfully conducted the onboarding of cleaning professionals in the Business Subscription Services (BSS), achieving a Screening passed (SP) to approval rate of 70%. This improvement facilitated the sale of onboarding kits valued at Rs. 13,000 to these professionals, enhancing initial engagement and readiness.
- Elevated the service delivery (SD) percentage from 84% to 97% by implementing targeted process improvements. Monitored Actual Partner Count (APC) with a concentrated focus on single APC hubs, ensuring higher operational efficiency and customer satisfaction.
- Focused on reducing churn rates through strategic UTIL Balancing of the partners in the same hub. Fostered strong relationships with partners, leading to improved satisfaction and loyalty. Assisted partners in relocating to hubs with higher demand, facilitating smoother transitions and better service availability.
- Focused on re-activation of partners on long leaves or having any emergency in their past which also helped me in increasing my APC that basically lead to increase in SD in my high UTIL hubs.

SUPPLY CHAIN INTERN

VeGrow

JUN 2023 - Nov 2023

- Assisted in data analysis for an agriculture and aggregator-based tech company, contributing to the identification of key trends that informed inventory management strategies. This work enabled more accurate forecasting and reduced excess inventory.
- Played a crucial role in ensuring timely payments to vendors, which helped maintain strong relationships and support the overall supply chain process.
- Collaborated closely with the procurement and distribution (sales) teams, enhancing the understanding of the end-to-end supply chain process. This collaboration fostered improved communication and efficiency, leading to better alignment between procurement strategies and sales operations.

BUSINESS DEVELOPMENT INTERN

URBAN COMPANY, Chandigarh

Oct 2022 - Nov 2022

- Successfully onboarded partners across three cities—Chandigarh, Ludhiana, and Amritsar—by implementing targeted lead generation strategies.
- Conducted informative sessions to effectively pitch the value of joining the organization, emphasizing the benefits of partnership. Assisted partners in understanding the category, which included the kit fee that they have to purchase before joining.
- Fostered strong relationships with potential partners, ensuring they felt supported throughout the onboarding process, which contributed to a positive brand experience and increased partner commitment.

EDUCATION

Bachelors of Business Administration

Punjab Technical University

Sep 2021 - Aug 2024

- Specialization in Finance.
- With the SGPA of 8.2

Intermediate(12th)

CBSE BOARD(Commerce)

2020 - 2021

Metriculate(10th)

CBSE BOARD

2018 -2019

ADDITIONAL INFORMATION

- **Technical Skills:** MS-EXCEL, Google Sheets, MY-SQL
- **Languages:** HINDI, ENGLISH