

# SHIVAM SINGHAL

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## SUMMARY

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With extensive experience as a Sales Leader, I thrive in achieving team success by implementing strategic training and development programs. My primary goal is to surpass team targets within established timelines. I boast a demonstrable history of crafting efficient plans and strategies to optimize team efficiency, fostering a streamlined and goal-oriented approach. Furthermore, I possess proficiency in generating comprehensive reports that track team performance, offering valuable insights for ongoing enhancements. My leadership style is marked by a dedication to cultivating a high-performance culture and delivering exceptional results in a dynamic sales environment.

## WORK EXPERIENCE

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Hike Education Pvt. Ltd - August 2019 – December 2023

**Senior Team Leader:** October 2022 – December 2023

- Building and supervising a team comprising 25-30 individuals
- Managing branch targets and accountable for overall branch expansion across all sectors
- Overseeing various segments within the branch including sales, client servicing, re-registration, client retention (revenue generation)
- Managing admissions from multiple universities
- Ensuring a conducive working environment for the team
- Conducting recruitment and talent acquisition activities
- Developing sales and service strategies
- Providing training for new employees in various roles at both executive and senior level
- Addressing and managing escalations at both university and client levels
- Coordinating with universities and engaging with university officials
- Implementing strategies for employee retention

**Team Leader:** July 2021 – September 2022

- Managing a team of 15-18 individuals
- Overseeing branch operations
- Managing team targets, including sales and re-registration goals
- Implementing new strategies and handling new projects
- Monitoring call quality and conducting training for learning and improvement
- Addressing and managing client escalations
- Handling NBFC management responsibilities for liquiloans, propelled, and eduvanz
- Collaborating with the regional office of universities

**Assistant Team Leader:** April 2021 – June 2021

- Managing a team comprising 10-12 individuals
- Engaging in fresh sales activities
- Overseeing team and individual targets, encompassing both sales and re-registration objectives
- Generating references to foster business growth
- Facilitating team-building initiatives
- Conducting training sessions for the team

**Business Development Executive:** August 2019 – March 2021

- Providing counseling to potential leads
- Cold calling 200+ clients and generating leads/prospects for effective sales and revenue
- Generating references for business expansion
- Ensuring customer retention
- Addressing and resolving client queries
- Offering comprehensive solutions to clients
- Managing re-registration (fee collection) process
- Implementing customer relationship management strategies

**EDUCATION**

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Master's in Business Administration - Marketing – 2017- 2019  
University Name - Punjab Technical University

**SKILLS**

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Sales Management, Customer Relationship Management, Team Management, Business Development, Strategic Planning, Exceptional Results, Performance Tracking, Employee Training, Report Generation, Goal-Oriented Approach.

**CRM's (SOFTWARE COMPETENCY)**

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Salesforce, Lead Square, Marvin, NPF (Merrito)

**AWARDS**

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- Won Best Branch award for the July'2022 Drive
- Won Best Branch award at HPL'2022(Inter branch competition)
- Winner of Best Team Leader award at HPL'2022(Inter branch competition)
- Winner of Best Assistant Team Leader at HPL'2021(Inter branch competition)
- Highest Target Achievement by a branch for continuous 2 drives