

## Sumit Satyendra

### Contact

Himagiri Green Forest Apartment,  
D Block, G8, Silver Oak St.,  
Jp Nagar 7<sup>th</sup> Phase **E-mail:** [satya.sumit017@gmail.com](mailto:satya.sumit017@gmail.com)  
Bangalore Karnataka, 560078. **Phone:** 9709997776, 8197957710

### CAREER OBJECTIVE

I am a driven and ambitious professional with a proven history of exceeding goals and achieving high client satisfaction ratings. I am seeking a rewarding career where I can employ my skills and experience of so far work towards the growth of the organization.

### WORK

#### EXPERIENCE : 5 years & 9 Months

Think & Learn Pvt. Ltd. (BYJU'S) Feb. 2022 - March 2023 (1 Year 1 month)

**MANAGER** (User Experience & Project Operations), Location – Bengaluru

15 direct reportees including 2 Team Leads and 6 indirect reportees.

- Creating Dashboards for functional excellence.
- Discussing escalation reports with all cross-functional teams ( technical, logistics, sales, order management, marketing, HRBP's etc. ) for quick resolution and to minimize future incidents.
- Identification of risks and barriers and mitigating the same.
- Communicating with all internal and external stakeholders to achieve project goals.
- Participating in WBR's, MBR's & QBR.
- Data-driven decision-making in alignment with the business requirements as suggested by the top/senior management.

Think & Learn Pvt. Ltd. (BYJU'S) Feb. 2021 – Feb.2022 (1 Year)

**ASSISTANT MANAGER** (User Experience), Location – Bengaluru

15 direct reportees and 5 indirect reportees.

- Conduct team meetings on a regular basis to communicate the performance of the team members and the business expectations.
- Identifying performance-related issues and developing an action plan for corrective measures and their implementation.
- Maintain reports and dashboards to monitor performance and progress.
- Conduct frequent audits to ensure compliance of SOP.

Think & Learn Pvt. Ltd. (BYJU'S) Nov. 2019 – Feb. 2021(1 Year 4 Months) **TEAM LEAD**

(User Experience), Location – Bengaluru

- Managing social media escalations, top management escalations Inbound, Outbound, and all email channels and DSATs.
- Day-to-day supervision of the team in following the sops.
- Ensuring KPI's of team members through the services delivered to the customers.
- Coaching the team on a regular basis and providing subject matter expertise on escalated cases.
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Think & Learn Pvt. Ltd. (BYJU'S) Apr. 2018 – Nov. 2019(1 Year 8 Months)

**MARKETING ASSOCIATE**, Location – Bengaluru

- Handling social media escalations and customer grievances forwarded to Top management.
- Root cause analysis (RCA) of all escalated cases.
- Providing on call resolution to customers within TAT as per SOP's.

Mount Meru Petroleum (Z) Ltd. August 2017 – Oct. 2017(3 Months)

**OPERATIONS MANAGER**, Location – Zambia, Africa

- Revenue Generation- B2B
- Revenue management
- Quantity & Quality Check
- Staff management
- Supervision of filling stations as per Energy Regulation Board (Zambia, Africa.)

Axiom Landbase Pvt. Ltd. May 2017 – July 2017(3 Months)

**Sales & Marketing Intern**, Location – Gurugram, Haryana

- Lead generation of clients through online and offline marketing.
- Real Estate sales B2B & B2C field sales. (Project : Pradhan Mantri Awas Yojna (PMAY).

Editsoft Solutions Pvt. Ltd. Jan. 2017 – Feb. 2017(2 Months)

**Sales & Marketing Intern**, Location – Khanpur, Delhi

- Inside Sales
- Market research & market sizing.
- Lead generation
- Quality analysis (carmudi)

### **EDUCATIONAL QUALIFICATIONS**

10TH - ICSE Board

12th - CBSE Board (Commerce)

Graduation - B.A. (Manav Bharati University)

Post Graduation - PGDM (Accman Institute Of Management)

### **TECHNICAL SKILLS**

- MS Office (MS Excel - VLOOKUP, Pivot Table, Data Validation, Filters, etc.)
- Salesforce & JIRA ticket
- Lead squared.
- Freshdesk
- Zendesk
- Order hives
- OMS (Order management system)

### **PERSONAL SKILLS**

- People's manager.
- Capable of working flexible hours.
- Communication, analytical, and problem-solving skills.
- Customer-centric approach.
- Ability to take initiative and quick adaptation.
- Result oriented.
- Technically savvy.
- Multitasking.
- Interpersonal Skills.
- Capable of working in a fast-paced Organization.
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**LANGUAGES** English ■

**KNOWN** Hindi. ■

**DECLARATION** - I hereby declare that the information furnished above is true to the best of my knowledge.

**SIGNATURE**

**SUMIT SATYENDRA 2**