



ANUJ PAHUJA

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📍 145-A Zamrudpur, Behind Kailash Apartments New Delhi-110048

PROFILE

Expertise in Client Acquisition and satisfaction, along with up-selling, branding and marketing of products. Career objective is to grow with leading organization and work along with team management, project management and customer management

EDUCATION

Post Graduate Diploma in Management (PGDM) - IMT-CDL 2013-2015

Master of Commerce (M.Com) - IGNOU 2013-2015

Bachelors of Business Administration(BBA) - IP University - 2009-2012

SKILLS SUMMARY

Customer Retention

Product Management

Process Management

Digital Marketing

White Board Animation

Database Management

CERTIFICATES

Friction Less Sales - HubSpot Academy

Inbound Certified - Hubspot Academy

Digital Marketing - Digiperform

Email Marketing - Career Development College london

CAREER SUMMARY

Operations Manager | Zappfresh | 06/2019-10/2019

- Managing and Supporting overall process in Delhi/NCR
- Planning and Coordination, Inventory Management
- Handling escalated issues and coordinating with CRM team for getting resolved on priority
- Monitoring and Supporting real time order management

Sales Manager | Zomato | 04/2018-05/2019

- Client Acquisition and Client Relationship Management
- Executing plans and achieving monthly targets
- Promotional Activities, Brand awareness of restaurants
- Tracking rejections trends, working on rejection cases and increasing CSAT
- Handling fraudulent Cases, effectively handled CRM queries and providing timely resolutions
- Focussing growth of business and new customer acquisitions
- Preparing trackers for analysis
- Monitoring and reporting on effectiveness of campaigns
- Best Performer on attaining Maximum Customer Satisfaction

Social Media Executive | Confluo | 10/2015-12/2016

- Digital Media - Promotion of business
- SMM, Blog Submission, Email Marketing
- Email Database, Fetching email for database
- Keyword research and Google Analytics