

# Pooja Singh

## Contact

### Address

Gurgaon, Haryana, 122003

### Phone

+91-9582109952

### E-mail

poojasinghjuly94@gmail.com

## Skills

Leadership

Training & Development

Microsoft Office

Analytical skills

Presentation ability

Product development

Project Management

MS Excel

## Languages

English

Excellent

Hindi

Excellent

Solutions-driven professional with an analytical mindset and a passion for solving complex challenges. Talented communicator, able to strengthen relationships with peers and senior leadership, build consensus, and elicit clear decisions from clients and all levels of stakeholders.

Playing a pivotal role in the National and Regional Operations Department supervising all the back-end operations and responsible for providing the brands with daily support and formal supervision.

## Work History

2018-01 -

### Lead Operations Specialist

2020-01

*Zomato Media Private Limited, Gurgaon, Haryana*

- Managing the operations of National and Regional Chains like Rebel Group( Faasos), Burger King, Mad Over Donuts etc.
- Partnering with teams to ensure successful implementation & on-boarding of new & existing clients.
- Ensuring a seamless experience for the brands during various campaigns and ensuring that the hygiene of the brands is the best.
- Conducted P&L statement analysis to improve daily operations, increase revenue and reduce costs.
- Tracked and analyzed reports to determine needed improvements.
- Assisted various departments with change by communicating new improvement plans and expectations.
- Managed costs and quality of Rebel Group.
- Boosted customer experiences by delivering superior customer service, issue resolution and merchandising.

2016-12 -

### Senior Catalogue Specialist

2018-01

*Zomato Media Private Limited, Gurgaon, Haryana*

- Co ordination with the restaurant partners and photographers PAN India and ensuring a seamless that the shoots are as per the quality standards.
- Conducting hygiene checks of the data at regular intervals to maintain data consistency and accuracy.
- Occasional field visits to check for quality and parameter settings
- Proved successful working within tight deadlines and

fast-paced atmosphere.

- Used coordination and planning skills to achieve results according to schedule.
- Eliminated downtime and maximized revenue by providing top project quality control.
- Received and processed stock into inventory management system.

2015-09 -  
2016-12

## **Lead Client Service Representative**

*American Express, Gurgaon, Haryana*

- As a Senior Client Servicing Analyst my core responsibilities include : Co ordination with teams to ensure successful implementation & on-boarding of new & existing clients , manage the delinquency for the Global & Large Market clients.
- Constant engagement with clients & stake-holders to analyze & identify gaps thus providing suggestions that help existing billings/portfolio volumes to be increased.
- Conferred with customers about concerns with products or services to resolve problems and drive sales.
- Maintained accurate record-keeping with proactive attention to client information updates.
- Cultivated long-lasting client relationships based on trust and solid understanding of business needs.
- Educated clients on account services and resolved client inquiries regarding statement information and account balances.
- Educated clients about billing, payment processing and support policies and procedures.

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## **Education**

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2012-07 -  
2015-07

### **Bachelor's of Commerce: Commerce**

*Kamala Nehru College, University of Delhi - Delhi*

- Majored in Commerce.
- Graduated with 71.56%.
- Member of Teach For India Programme for 2 years.

2011-07 -  
2012-07

### **High School Diploma**

*DAV Public School*

- Graduated with 92%.

- Member of NCC.

2009-07 -  
2010-07

## High School Diploma

*S.T Joseph's Convent High School*

- Graduated with 85%.
- Member of Inter School Sports Club.

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## Accomplishments

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- Collaborated with team of 15 in the development of Project, Zomato Pro.
- Used Microsoft Excel to develop inventory tracking spreadsheets.
- Resolved product issue through consumer testing.

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## Certifications

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Advance Excel