

# Shyam Narayan Soni

Operations & Strategies, Sales

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I am a personable and well-networked in operations / sales with more than ten years' experience in Financial Investments, Education, Sales and operations in nation's renowned corporate. I am skilled in value based lead generation, sales strategies, able to tackle the most difficult assignments which are pre-defined and qualified in Project Management. Exposure to International business practices and travelled to Europe & Middle east to understand the socio-economic dimensions.

## EXPERIENCE

### Pandit Ventures Private Limited

July 2020 - Present

#### Team Lead - TeleSales

- Supervise 25-30 TeleSales Executive
- Manage the Operations and Profitability
- Skill Development
- Sales Target Achievement
- Managing Shrinkage, Leave, Attrition
- Strategic Sales Planning and Execution
- Reporting to Management
- Data Privacy Management
- Operations Management

### Advantmed

December 2019 - February  
2020

#### Team Coach

- Team management of 18+ people - Voice & Non-voice.
- Effective people management in order to achieve desired results.
- Preparing daily project report and delivering to the operations by the end of the day.
- Skilled in managing teams to work in sync with operations set parameters & motivating them for achieving business goals
- Managing Attrition, shrinkage, iteration as per the business requirement
- Adherence to the Service level agreements

### Infoanalytica Consulting Pvt. Ltd.

July 2019 - December 2019

#### Research Associate & SME

- Gather information by researching industry trends, collecting data from surveys and conducting interviews.
- Interpret data, analyze results using statistical techniques and provide ongoing reports.
- Explored ways of generating sales in marketing qualified and sales qualified leads
- Ensure adherence to set rules and regulations relating to call quality services

### Dhaivik Corporation

May 2017 - January 2019

#### Branch Manager (Sole Proprietor)

- Handling the team of Tele-callers and Documentation
- Forwarding the documents to the bank and getting it processed

## Shanti Juniors School

September 2012 - April 2017

### Branch Manager

- Managing the staff of the school, management and finance.
- Co-ordination with the Head office for the enlistment
- Growing the business through Marketing and retention of existing clients

## Franklin Templeton International Services, Hyderabad

September 2010 - April 2012

### Associate (TA Operations)

- Commercial MIS Reports / Subscriptions (Cash Inflows) / Exchange / Redemptions / Dividend Reconciliation
- Non-Commercial Transactions of Lien / Transmission / Refund & Rejections / Special Products (SIP,SWP,STP) / KYC Processing and Exception Processing.

## EDUCATION

### IIPM, Ahmedabad

2008-2010

### BBA & MBA (Integrated)

## Gujarat Secondary And Higher Secondary Education Board

2007

### High School

## Gujarat Secondary And Higher Secondary Education Board

2005

### Secondary School

## SKILLS

Operation & Control   Relationship Building   Team / People Management   Demand Generation   Lead Generation

## LANGUAGES

**English (Professional Proficiency), Gujarati (Professional Proficiency), Hindi (Professional Proficiency)**