

# Saurabh Khosla

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Portfolio - <https://saurabh16portfolio.github.io/Analysis-Dashboard/>

Proactive and results-oriented Manager with expertise in customer operations, order management, and data analytics. Inbound certified with strong analytical and conflict resolution skills, I drive process improvements and deliver measurable business outcomes. I bring hands-on experience in tools like Excel, Power BI, Tableau, and SQL, combined with a forward-looking approach by selectively leveraging emerging technologies including AI-powered assistants to enhance documentation, accelerate insights, and modernize internal workflows without compromising core decision-making.

## EDUCATION

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### Lingaya's University

BTech (Electronics & Tele Communication)

INDIA

June 2009 – May 2013

- Completed bachelor's degree with a CGPA of 7.5/10.
- Recognized by college for exceptional contribution to event management, planning and fund raising.

## EXPERIENCE

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### VAMANOVERSEAS PVT LTD(VIVIN IMPORTS PTY LTD)

INDIA

Manager– Order Management & Customer Operations

Sep 2019 – Present

- Led onboarding processes for new customers, ensuring seamless implementation and adoption of products and after-sale services.
- Led and managed a team responsible for order management and customer operations, improving process efficiency by 99%.
- Gathered & analyzed process-driven data using power BI & power query to monitor process efficiency, removed bottlenecks & streamline processes.
- Analyzed trends and insights to facilitate data-driven decision-making, achieving a 99% increase in process accuracy.
- Published a performance dashboard with different visuals that enhanced decision making and drove improvements.
- Worked closely with departments such as sales, logistics, and finance to streamline order processing and enhance customer satisfaction.
- Addressed cross-functional issues impacting order management to ensure seamless operations.
- Identified and capitalized on upsell opportunities by conducting in-depth analysis of customer needs and usage patterns.
- Introduced additional products and services by leveraging strong relationships with clients.
- Accomplished invoicing objectives by selecting, orienting, training, assigning, scheduling, coaching, counseling, and disciplining employees.
- Guided employee actions by researching, developing, writing, and updating invoicing policies, procedures, methods, and guidelines, resulted in enhanced service efficiency and a 20% improvement in response time.
- Resolved escalations and maintained strong customer relationships.
- Embraced AI technologies to enhance operational workflows in alignment with modern digital standards.

#### Selected Project Experience

- Sales & Order Management Analytics
  - Analyzed sales and order data to optimize fulfillment rates and improve efficiency using Power BI.
  - Identified key bottlenecks in the process, resulting in a 15% increase in order fulfillment efficiency.
- Customer Churn Prediction Analysis
  - Built a predictive model using Excel & Power BI to identify customers at risk of churn based on order history.
  - Recommended intervention strategies that reduced churn rates by 10%.
- E-commerce Revenue & Profitability Dashboard
  - Developed Tableau dashboards tracking revenue, profit margins, customer and SKU segments.
  - Provided insights that led to an 11% increase in sales through targeted pricing strategies.
- Sentiment Analysis of Customer Reviews
  - Performed survey-based sentiment analysis on customer feedback.
  - Identified key pain points and suggested improvements, leading to a 20% increase in customer satisfaction scores.

## EMAAR INDIA

INDIA

### *Team Leader - Customer Operations*

Nov 2018 – Sep 2019

- Managed team of 10-15 customer service agents.
- Monitored team performance to ensure the mentioned KPI's are achieved. Handled AHT, abundance rate, and service level.
- Managed shrinkage, attrition, and breaks. Led pre-shift and post-shift huddles, resolved queries, and kept them motivated to offer the best customer service.
- Implemented in TAT resolution to customers.
- Managed escalated cases and handled supervisor-level customer interactions.
- Audited calls and provided quality feedback to team members through one-on-one sessions.
- Worked on in-house software to keep and update the records of payments made by the customers.
- Prepared and maintained performance reports and roster.

## SAPEAN TECHNOLOGIES

INDIA

### *Team Leader - Operations*

Jan 2017 – Sep 2018

- Managed team of 10-15 sales agents.
- Monitored their performance based on the targets achieved and conversion rate/call.
- Managed shrinkage, attrition, and breaks.
- Led pre-shift and post-shift huddles, resolved queries, and motivated team to achieve more.
- Supervised call, upsold higher-value products, and successfully closed sales.
- Got promoted as "Process Trainer" through IJP.
- After training completion, team members assisted in achieving sales targets during on-the-job training (OJT).
- I worked as a process trainer for 4 months.

## DIAL MY TECH

INDIA

### *SR Technical Sales Executive*

Jul 2014 – Dec 2016

- Took inbound calls of customers based in the USA, Canada, and Australia.
- Resolved the problems they were facing with the software they purchased from the company.
- Selling support services for computers and peripherals.
- Achieved monthly sales target.

## OTHER EXPERIENCE

### EXCELR SOLUTION

INDIA

#### *Data Analyst for E-Commerce Project (Olist Store Analysis) - INTERNSHIP PROJECT*

Jan 2024 – Jul 2024

- Led data analysis initiatives for an e-commerce project, providing valuable insights to drive strategic decision-making
- Conducted comprehensive data exploration and performed statistical analysis to identify trends, patterns, and customer behaviors within the e-commerce platform
- Utilized SQL, Excel, Tableau and Power BI to extract, transform, and analyze large datasets, improving data accuracy and efficiency
- Created interactive dashboards and visualizations to effectively communicate complex data insights to stakeholders, facilitating data driven decision-making
- Conducted competitive analysis to identify market trends, assess customer preferences, and recommend strategies for product assortment, pricing, and sales optimization.

## SKILLS AND KEY ACHIEVEMENTS

- **Training/ Courses/ Certifications:** Business Analyst (Excel R), Business Analyst Internship Ai variant). Inbound Certification – HubSpot Academy.
- **Technical Skills:** Avaya, CRM, Microsoft Dynamics 365, Excel, MS Office, MySQL, Navision, Data Visualization, Data Analytics, PowerPoint, Oracle CRM, Power BI, Power Query, Quality Assurance, Tableau, Generative AI tools, Prompt structuring (basic).
- **Managerial Skills:** Process Excellence, Conflict Resolution & Negotiation, Critical & Analytical Thinking, Customer Experience Transformation, Operations Strategy, Stakeholder Engagement, Client Success Strategy, Presentation skills Team Management, Performance Management, Leadership & Coaching Skills, Customer Centric Quality Assurance, Order Management & Fulfillment, E-commerce Analytics, Data-Driven Decision Making, Escalation Handling & Incident Management, Lean Culture & Customer Experience Design, KPI & SLA Governance, Stakeholder Engagement (Onshore/Offshore).