

# SPARSH MALHOTRA

## DEPUTY MANAGER

**P** +91 - 9667766957

**E** Sparsh131199@gmail.com

**A** Delhi, India

**W** [LinkedIn](#)

### OBJECTIVE

Dynamic and results-driven Deputy Manager with over 5 years of experience in central operations. Adept at leading high-performing teams, streamlining processes, and fostering collaboration across multifunctional teams to achieve operational excellence. Proven expertise in project management, stakeholder engagement, and implementing strategic initiatives, with a focus on process optimization for large-scale operations

### EXPERIENCE

#### ➤ Cars24 Services Pvt. Ltd., Gurgaon

- Deputy Manager (Operations) | April 2023 – Present**
  - Led a team of 60+ members, cultivating a collaborative and high-performance culture.
  - Optimized central operations for seamless process execution and improved efficiency.
  - Designed and executed detailed project plans, ensuring timely completion of key deliverables.
  - Collaborated with cross-functional teams (sales, product, finance, retail) to achieve organizational objectives.
  - Negotiated vendor contracts, ensuring quality and cost-efficiency.
  - Analyzed operational challenges and implemented innovative solutions in partnership with legal and other teams.
  - Oversaw documentation processes for 15,000+ cars monthly, ensuring accuracy and compliance.
  - Prepared detailed reports on project performance, leveraging data insights for decision-making.

#### Key Achievements:

- Reduced dealer grievances from **\*3,500/month to 1,500/month\*** by streamlining the document dispatch process.
- Reduced documentation errors by **\*20%\*** through streamlined processes.
- Improved team efficiency by implementing process automation tools.
- Assistant Manager (Operations) | April 2022 – March 2023**
  - Addressed dealer grievances across India, ensuring timely resolution and enhanced satisfaction.
  - Managed nationwide Party Peshi processes and updated protocols in line with evolving RTO regulations.
  - Directed ground operations to achieve key performance metrics.
  - Achieved a **\*95% grievance resolution rate\*** within SLA timelines.

### EDUCATION

#### Bachelor of Arts (History)

Indira Gandhi National Open University, Delhi.

(June 2021 – June 2024)

#### High School (Arts)

Birla Sr. Sec. School, Delhi.

(April 2016 – May 2017)

### SKILLS & EXPERTISE

- CORE EXPERTISE:**  
OPERATIONS MANAGEMENT,  
PROCESS OPTIMIZATION,  
PROJECT MANAGEMENT.
- TECHNICAL SKILLS:**  
ADVANCED PROFICIENCY IN  
**\*MS OFFICE SUITE\*** (EXCEL,  
WORD, POWERPOINT),  
INCLUDING DATA ANALYSIS,  
REPORT GENERATION AND  
PROJECT DOCUMENTATION.
- ADDITIONAL SKILLS:**  
STAKEHOLDER & VENDOR  
MANAGEMENT,  
CUSTOMER RELATIONSHIP  
MANAGEMENT,  
LOGISTICS MANAGEMENT,  
TEAM LEADERSHIP,  
DATA ANALYSIS.

- **Team Lead (Operations) | April 2021 – March 2022**
  - Directed daily ground operations, achieving **\*98% compliance\*** with key process metrics.
  - Coordinated effectively among team members to meet operational targets and improve process adherence.
- **Senior Coordinator (Operations) | April 2020 – March 2021**
  - Streamlined documentation processes by coordinating with internal and external stakeholders, reducing operational delays.
- **Coordinator (Operations) | January 2019 – April 2020**
  - Resolved customer and partner grievances efficiently while ensuring process adherence

## ➤ **Dimple Plastics Pvt. Ltd., Delhi**

- **Field Sales Executive | January 2018 – January 2019**
  - Conducted virtual and in-person client meetings to showcase products and secure sales.
  - Maintained detailed records of sales performance and client interactions.
  - Achieved monthly and annual sales targets consistently.

## **AWARDS & RECOGNITIONS**

- **PROBLEM SOLVER AWARD**  
QUARTER JFM 2024 | CARS24
- **INNOVATION MASTER AWARD**  
QUARTER JFM 2023 | CARS24
- **BEST PLAYER AWARD**  
QUARTER AMJ 2023 | CARS24
- **BEST PLAYER AWARD**  
QUARTER OND 2023 | CARS24