

# SHIVAM SANGAL

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**Sales & Business Operation Asst. Manager:** To pursue a highly rewarding career, seeking for a job in challenging and healthy work environment where I can utilize my skills and knowledge efficiently for organizational growth.

## **CAREER SCAN**

**3.5 years** of rich experience diverse sectors as in **E-commerce, Sales, Tech Support.** Expertise in cost control and team management to acquire new customers and vendors via different channels.

## **WORK Experience**

**Company:** Mogli Labs (India) Private Limited ([www.moglix.com](http://www.moglix.com))

Jul'15 – Present

**Designation:** Assistant Manager Sales & Business Operations

### **Operations: Supply Chain Management; Key Account Management; Business Development**

- Responsible for the development of strong business relationship with Suppliers & Customers.
- Responsible for end to end supply chain operation.
- Responsible for sourcing new brands as per the requirement of customers.
- Working closely with Tech team in developing in-house ERP platform and providing them basic inputs to make Tech platform better.
- Responsible for reviewing day to day accounting transactions, documents, records and reports & closely monitor work flow, volumes and business needs.

### **Team Management:**

- Trained employees through formal and structural presentations, motivating and aligning each employee's goal with the organization's goal.
- Guided the team to adapt new changes in technology and processes, ensuring the hassle free experience to the end-users.

**Company:** iProf Learning Solutions

Feb' 15 – Jul' 15

**Designation:** Education Counsellor.

### **Business Development & Operations:**

- Responsible for bringing new customers onboard and adding new product categories in our portfolio. Taking care of the sales.
- Managing customer-centric operations and ensuring customer satisfaction by adhering to delivery timelines and service quality norms.
- Managing activities pertaining to negotiation / finalization of deals for smooth execution of the sales & order processing.

**Company:** SAMSUNG

Jun'14 – Jan'15

**Designation:** Jr. Engineer

**Technical Support:**

- Coordinated with customers to resolve the technical issues with their mobiles & Tablets.
- To ensure customer delight.

**EDUCATIONAL CREDENTIALS**

- B.Tech in Information Technology from UPTU with 65%.
- Standard 12th from CBSE Board with 61%.
- Standard 10th from CBSE Board with 65%.

**PERSONAL MINUTIAE:**

- Father's Name- Mr. Nitin Kumar Sangal
- Mother's Name- Mrs. Rita Sangal
- Gender- Male
- Date of Birth- December 31, 1992
- Marital status- Married