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|  | Curriculum Vitae |  | Mob: +91-9599390113  Email: shivamt002@gmail.com |  |
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| Profile  | Performance-driven Professional in pursuit of challenging and enriching assignments in Service operations and Market Research, with an organization of high repute.   * Proficient in swiftly completing up programs & projects with competent cross-functional skills and ensuring on-time deliverables within pre-set cost parameters. * An effective communicator, proactive planner & negotiator with strong analytical, problem-solving and organizational skills. * Core Competencies   ~Operations Handling ~Customer Service  ~Report Writing ~Proofreading  ~Designing Questionnaire for Reports  ~Handling Auditors ~Data collection  ~Market Analysis ~Client Relationship Management  ~Competition Tracking Across Brands | | |  |
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| Summary of Professional Experience                     Education     CTC   Personal Profile                | **Acceso Mercandin Marketing Pvt.Ltd.**  **July’17 – Till date**  **Designation: Project Quality Manager/Team Leader**   * Study and analyze customer service standards and expectations across sectors. * Design and execute surveys/checklist for audits on portal on the basis of client requirement. * Recruitment of surveyors, agencies as per requirements. * Research and find new methods to train auditors (surveyors). * Hire, select auditors, and allot assignments on the basis of client requirements. * Liaise with clients on a regular basis, comprehend and cater to their requirements. * Develop and proofread audit reports for optimization. * Making monthly presentations to give a gist of findings basis the audits conducted and reports scores. * Identify target audiences and devise campaigns that engage, inform, and motivate. * Market Survey projects involving primary and secondary data collection for Automation, Retail, hospitality etc. clients like Bajaj, Samsung, Sony, Vivo, Ford, PhonePay, PayTm, Essilor, Haldiram’s, Orient Electric etc. * Competition tracking as to understand the performance of other brands and make suggestions as to improve the brand experience and customer experience.   **WeMark Marketing Pvt.Ltd. (Gurugram)**  **June 2016 – June 2017**  **Designation: Project Quality Manager**   * Survey databases and analyze financial information. * Undertake industry & company survey - global & domestic. * Survey for Automation, Retail, hospitality etc. * Prepare PowerPoint presentation and report. * Collect market/industry information to build databases. * Assist and provide back-end support to execution team by providing inputs for building financial models and company valuation. * Analysis of various expenses and services checks of brand’s market reports after survey.   **WeMark Marketing Pvt.Ltd. (Gurugram)**  **January 2015 – June 2016**  **Designation: Quality Associate**   * Validation of proofs and report writing. * Data collection for survey reports & checking the report’s record according to the SOW by the client. * Preparing the summaries data in Excel sheet. * Relationship management with the auditors. * Grievance redressal. * Evaluation the mystery auditors on the basis of their reports. * Maintaining the Excel sheet of reports. * Exporting the report from portal and importing in Client uses software for different Expenses schedules and Assets. * To work in coordination with other team members to achieve the set target. * Active participation in all team meetings and events. * Validating the audit reports as per client’s requirements.  |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Qualification** | **Board/University** | **Institute** | **Marks obtained** | **Year** | | **P.G.D.M** | AICTE, AIU | Centre For Management Development | 72% | 2015 | | **B.B.A** | R.D.V.V University | Nachiketa College | 65.61% | 2012 | | **Intermediate** | M.P. Board | Samdariya Public School | 70.60% | 2009 | | **Matriculation** | M.P. Board | Samdariya Public School | 69.40% | 2007 | |   5.40 P.A  Shivam Tiwari  Joon House,  A-1, 135,Gali No.-9,3rd Floor,Hastsal Road Market, Uttam Nagar East.  Delhi-110059  INDIAN BY NATIONALITY  01st Jan. 1992 BEING THE FIRST DAY ON EARTH  MARRIED  I hereby declare that all the information mentioned above is true to the best of my knowledge and belief.    Shivam Tiwari | | |  |
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