

# Kuldeep Tyagi

Byjus- Center Head

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Encouraging manager and analytical problem-solver with talents for team building, leading and motivating, as well as excellent customer relations aptitude and relationship-building skills. Proficient in using independent decision-making skills and sound judgment to positively impact company success. Dedicated to applying training, monitoring and morale-building abilities to enhance employee engagement and boost performance.



## Skills

Training and mentoring  
Team Building  
Strategic planning  
Marketing and advertising  
Campaign management



## Work History

2019-08 -  
Current

### Center Head

Byjus, Delhi

- Increased sales and customer satisfaction through personalized servicing.
- Developed and distributed weekly management revenue and analysis reports using proven software tools (Leadsquared)
- Worked within core team to streamline business processes and internal controls, resulting in scalable and detailed set of procedures.
- Identified issues regarding delayed or incomplete payments and followed through to resolution.
- Hired, trained and managed revenue department team members and developed engaged, high-functioning performers.
- Maintained 50 million revenue yearly with a team strength of 10-12
- Led crisis management team and provided quick turnaround solutions.
- Developed and initiated projects(BTC) , managed costs and monitored performance .
- Supervised creation of exciting merchandise displays to catch attention of store customers.

## 2019-01 - **Business Development Executive**

2019-07

Extramarks - Education India Pvt Ltd, Noida

- Defined and integrated roles, responsibilities and processes for business team and data management organization.
- Developed and executed strategic initiatives to implement key changes and improvements in business development and sales programs.
- Identified and pursued valuable business opportunities to generate new company revenue and improve bottom line profit.
- Assessed current service needs and calculated product satisfaction levels to make appropriate product and service adjustments.
- Onboarded 130 new customers with hitting 10 million revenue



## **Education**

### 2014-07 - **Bachelor of Technology : Civil Engineering**

2018-09

Uttarakhand Technical University - Dehradun

### 2013-03 - **Senior Secondary School : Science**

2014-06

Sarvagya Public School - Roorkee , India

### 2011-03 - **High School**

2012-03

Sarvagya Public School - Roorkee , India



## **Certifications**

2018-09      Generating Solar Power, GERMI - 3 months

2018-02      AUTO CAD Training - 2 months

2017-06      Civil Engg. PWD



## **GERMI - Solar Power Plant**

Gujarat Energy Research & Management Institute (GERMI) is a centre of excellence in the energy sector, promoted by Gujarat State Petroleum Corporation Limited (GSPC), a Government of Gujarat Undertaking. GERMI has four mandates:

- **Research and Development**
- **Consultancy**
- **Training**

