

JYOTI MALI

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10th Feb 1992

Objective

Seeking a challenging and dynamic position with a growing firm to add some value for the better growth and profit of the organization along with developing my knowledge and Operational skills which I had grabbed in my previous company and in my life.

Professional Summary:-

- I am an enthusiastic and multitasking dedicated professional with good experience of around 8 years across different verticals
- With core expertise and experience in fleet management, operations management, Customer service, Relationship Management.
- An exceptional leader and team player who is able to develop and motivate others to achieve targets, individually and in a team also. I demonstrate a strong ability to manage projects from conception through to successful completion
- A proactive individual with a logical approach to challenges.
- I perform effectively even within a highly pressurized working environment and believe in a systematic work approach for any assignment.
- I am hard working, loyal, dedicated towards my work and towards any given assignment.

Experience

• 21North (ONB Technologies India Pvt Ltd)

4th Dec 2018 - till date

Head of Operations

- Designing and implementing the overall Operational strategy.
- Offer guidance to contracted ambassadors on the best way to maximize their earnings, while delivering a high level of customer service.
- Ensure that all team members understand the process and follow all SOPs.
- Promoting company's reputation as "Best place to work"
- Coordinating interviews with the HR managers.
- Communicating employer information and benefits during screening process.
- Reporting day-to-day activity to the respective Manager.
- Maintaining daily MIS reports.
- Conducting monthly meetings for rewards and recognition.
- Managing Channel Partners.
- Maintaining and sharing Payout sheet of channel partners for invoicing purpose
- Procurement management for CP.
- Doing field audits with TL's.
- Set team goals and conduct quarterly performance reviews with all team members of CP
- Assign the target to the TL and SPOC and Supervise the daily work of team.
- Provide strong leadership to achieve maximum profitability and growth of company.
- Maintain the incentive record of team members.

• Mind Hour company

April 2018 - July 2018

Business Development Executive

- Providing training to the new employees

- Maintaining excel sheet of the tele callers
- Managing all the office work(ie attendance, salary, accounts etc)
- Providing product knowledge to the new employees.
- Counselling to the parents as required.
- Co-ordinating with the school teachers.
- Co-ordinating with the sales team by managing the schedules, filling important documents.
- Responding to the parents complaints and giving them relevant suggestion.
- Handling the process of product that to be send to the student.
- Informing parents of unforeseen delays and problems.
- Monitoring the progress of the sales team and Telle callers.

• **Raise Academy**

Jan 2018 - March 2018

English Teacher

Developing and implementing daily unit lesson plans for the 3rd to 9th standard students.

- Administrating exams and evaluating and analyzing students' performance.
- Conducting group and individual reading activities to increase their reading skill and pronunciation.
- Fostered a classroom environment conducive to learning and promoting excellent student / teachers' interaction.
- Participating in teachers and parents conference

• **4-H India pvt Ltd**

Oct 2016 - Nov 2017

Business Development Executive

- Counselling parents about products(4h club, fees structure modules etc.)
- Going for the appointment and closing the leads
- Managing kids at clubs.
- Maintaining excel report of daily sales , inquiries etc
- Sending EOD report to Manager daily.
- working on those modules and teaching those modules to the kids in fun way. Manage marketing plan to achieve the target.
- Organizing different activities for the kids.
- Organizing open house function for the kids & their parents.
- Supervising the clubs under my provision.
- Doing research for the perfect module for the specific class.
- Maintain responsibility for performance of all sales activities within an assigned time.
- Establish and strategically build a solid customer base.
- Recruit, train and motivate a Sales team toward hitting specified sales goals.
- Set team goals and conduct quarterly performance reviews with all team members.
- Assign the target to the sales team and Supervise the daily work of sales team.
- Provide strong leadership to achieve maximum profitability and growth of company.
- Maintain the incentive record of team members.

• **Plus Media Advertising Agency**

May 2013 - June 2016

Admin Executive

- Handling all the admin work.
- Managing attendance of employees
- Managing salary accounts of the employee
- Use to give training to the new employees
- Explaining organization policies to the employees
- Use to give induction to the new employees
- Handling employees' problems.

- Doing documentation official work.
- Managing legal work.
- Negotiation and dealing with vendors.

Education

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| • Pune University B.C.A 2nd class | 2017 |
| • Maharashtra Board 12th 50% | 2012 |
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Skills

- Team Handling
- Team Player
- Problem Solving
- Team Building
- Ability to teach and mentor

Interests

- Listening Music
- Travelling
- Writing Poems

Achievements & Awards

- • Value of Integrity(2019)
- • ABCD Award (2020)
- • Champions of the Quarterly Award (2021)
- • Women Leader in Logistic and Supply Chain (2022)