

KHUSHBOO JAISWAL

OPERATIONS | ADMINISTRATION | BUSINESS GROWTH

PROFILE

An experienced professional with 15+ years in diverse industries, heading Operations, Administration, and Business growth. Extensive experience of 5 years as Centre manager in the wellness aesthetic brands and over 8 years in customer service and administration within Hotel and Aviation Industries. Expertise in Targeted Marketing, Strategic Planning, New business startup, Market planning, SOP Execution, Budgeting, Customer experience, Staffing, Purchasing, Vendor relations, and Product rollout.

KEY ROLE

With a proven track record, I maximize operational efficiency and productivity to increase revenue in retail and professional services. I achieved transformational growth for a wellness center. .

WORK EXPERIENCE

Center Head cum Counselor

VLCC Health Care Pvt. Ltd. Allahabad, U.P.

May 12-Oct 15

Accomplishments:

- Touched sales of 6.5 lacs from 3.5 Lacs in the first two months.
- Got promoted to Center Head position within three months of joining.
- Relocated the centre to a very posh and accessible area, which increased the footfall at the centre.
- Set up the new centre single-handedly and reached 18 lacs sales in the first month of opening, and the numbers only increased thereon.
- Maintained the regularity of the clients by doing regular follow-ups, which led to better in-house sales.
- Trained the staff on advanced procedures, treatments, soft skills, and client handling to achieve the targeted sale and aligned the appropriate number of technical staff to execute maximum services.
- Achieved the targeted product sale by properly merchandising the product at the salon.
- Ensured Customer delight by maintaining the quality of services through SOPs adherence and training the team to greater efficiency.
- Handled a Team comprising Gynaecologist, Dermatologist, Cosmetologist, Nutrition expert, physiotherapist, accountant, sales team, receptionist, Hair experts and hairdressers, and Spa and beauty therapists in the wellness centre.

Responsibilities:

- Proactively identify sales prospects and do business development activities like ATL or BTL to increase walk-ins. Upselling to existing clients and following up on new leads resulting from field activity and referrals.
- To prepare and analyze the sales report and to operate the Wellness centre as a profit-making centre.
- Understand and regulate costing of the wellness operation and recommend solutions for critical areas.
- Accurate hold on reception procedures and primary credit and cash handling.
- Tracking Stock management to ensure smooth execution of the services.
- Supervised all facility functions, such as housekeeping, security, pantry, building maintenance, and vendor management, in terms of negotiations. s.

CONTACT

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jaiskhushi@gmail.com
linkedin
Mumbai, India

TECHNICAL SKILLS

Microsoft office 365

EXPERTISE

Business development
Administraion
Operations
Audit-Quality assurance
Cost/Budget control
Performance management
Marketing /Advertising
New product rollout

PERSONAL TRAITS

Creative Thinker
Effective Communication
Management Skills
Detail Oriented
Great Organizing & Planning skills

EDUCATION

B.A. Pass Course from I.G.N.O.U.

PERSONAL DOSSEIR

Female- Unmarried
Born in year 1986
Passport Available
Language- Hindi & English

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WORK EXPERIENCE

Center Manager cum Counselor

Active Roots Hair Transplant Services, Rajouri Garden, Delhi. 2016-2017

Accomplishments:

- Successfully increased sales at the center from 7 lacs to 12 lacs by effectively following up with potential in-house clients.
- Achieved a conversion rate of almost 70% of unbooked consultations from the previous months by the third month, demonstrating a high level of skill in client communication and satisfaction.
- Organized and led training sessions for new doctors and technicians on Mesotherapy and PRP, which proved to be a significant contribution to the center's overall success.

Responsibilities:

- Provide comprehensive initial consultations to clients on hair-related treatments, including costs, results, and transformational stories.
- Offer a wide range of solutions, including mesotherapy, platelet-rich plasma treatments, hair replacement options, and hair transplant surgeries, to ensure that clients receive the best possible care and treatment.
- Lead and manage a team of dermatologists, aestheticians, and technicians at the center, leveraging the team's expertise and skills to deliver exceptional results for clients..

Customer Experience Manager

Lakme Lever Pvt. Ltd. Punjabi Bagh, Delhi 2015-2016

Accomplishments:

- Boosted sales from 6.5 Lacs to 9 Lacs within the first two months of joining.
- Further responsibilities and achievements are similar to those in my previous job at the VLCC centre.

Sr. Reservation Associate

Call BA a subsidiary of British Airways 2008

Facilitation Staff

Globe Groun India, a subsidiary of Lufthansa German Airlines 2007

Front Office Assistant (Trainee)

The Ambassador hotel, By Taj Group of Hotels 2005

CONTACT



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Mumbai,India

TECHNICAL SKILLS

Microsoft office 365

EXPERTISE

Business developement

Administraion

Operations

Audit-Quality assurance

Cost/Budget control

Performance management

Marketing /Advertising

New product rollout

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