

PRIYANKA NIGAM

(PGDHRM, M.A. Economics)

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A highly motivated, curious individual with a dynamic personality looking for an opportunity to get associated with an organization as a team leader where I can showcase my skills and further refine them.

Experience

MAY 2022 – TILL DATE

Executive, Lead Hub Operations – Flipkart

- ❖ Leading the Growth & Expansion and LMA Verticals for the entire U.P Region
- ❖ Managing responsibilities pertaining to serviceability of new pin codes, their live status, asset movement request approvals, Infra development for new and existing hubs, LMA vendors and WM on-boarding along with raising debit notes for recovery process
- ❖ Preparing and maintaining ODH Performance Report and MDH Performance Report and sharing business insights
- ❖ Meeting and/or exceeding performance metrics such as productivity, first contact resolution, and attendance
- ❖ Demonstrating excellent time-management skills and the ability to work independently while using departmental resources, policies and procedures
- ❖ Improving operational management systems, processes and best practices
- ❖ Examining financial data and use them to improve profitability
- ❖ Performing quality controls and monitoring production KPIs

JAN 2022 – MAY 2022

Processing Officer – HDFC Bank

- ❖ The main job role was preparing and developing MIS reports like CASA Reports, Assets Reports, and Digital Account Reports for the CSC Channel
- ❖ Reviewed and executed business transaction reports received from Area Heads from Uttar Pradesh, Uttarakhand, and Rajasthan

MAY 2018 – DEC 2019

Trainer and Vendor Manager – SWIGGY (Bundl Technologies Pvt. Ltd.)

- ❖ Designed effective training programs
- ❖ Trained Delivery Partners on their payouts and provided process related for completing their orders
- ❖ Managed Vendors and helped them in the on-boarding and invoicing process
- ❖ Liaised with managers to determine training needs and schedule training sessions.

MAY 2015- JUNE 2016

Office Manager – Shree Ram Bali Online services Pvt. Ltd.

- ❖ Planned, managed, conducted and evaluated day-to-day operational activities to be carried out by field executives
 - ❖ Led and mentored the team to help them achieve key outcomes and ensured healthy business relationships.
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Skills

- ❖ Microsoft office (Excel, Word, PowerPoint)
 - ❖ CCC (Course on Computer Concepts) Certified from NIELIT
 - ❖ Vendor Management
 - ❖ Training Management
 - ❖ Office Administration
 - ❖ Client onboarding
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Achievements

- ❖ Appreciation certificate from Swiggy for outstanding performance in Operations
- ❖ Secured 2nd position in State Level Dance Competition