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Jaipur, Rajasthan, 302017



EDUCATION

BA-Journalism & Mass Communication
The IIS University | 2015-2018

Senior Secondary
Jesus & Mary Academy | 2013 - 2016

Secondary
Holy Cross School | 2011-2012

SKILLS



SHRUTI GUPTA

Team Leader

ABOUT ME

Effective and motivated team leader with a proven track record of monitoring progress to ensure goal attainment. Adept in developing and implementing strategic and measurable steps to achieve desired operational outcomes.

EXPERIENCE

CarDekho (Girnarcare), Jaipur, 2019-Till Date

1.5 years of experience as Sales Quality Analyst

- Remarkable ability to analyze and track historical call volume, seasonal variations and trends.
- Consistently sent immediate emails to supervisors and provided instant feedback on performance concerns, disconnected calls and auto-fail calls.

1.5 years of experience as Team Leader in Operations

- Guided the implementation of strategies designed to achieve planned goals.
- Managed teams of 20+ employees and monitored projects to ensure progress.
- Led the sales cycle and worked to thoughtfully develop the department and its functions.
- Increased sales by 30% over the course of 1 year.
- Continually worked to fully understand the needs of customers and assisted in identifying solutions that met those needs.
- Proficient with MS Excel, MS Word, Google Sheets and Documents.