

Prakhar Goyal

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EDUCATIONAL DETAILS

Qualification	University	Year of Passing	CGPA /Percentage
Bachelors of Technology (B.Tech)	DIT University	2020	7.18 CGPA

EXPERIENCE

Executive Assistant (Jun 22 – Jul 24)

Recess

- Provided 100 % administrative support to the executive team including scheduling meetings, creating agendas and preparing communications from the executive's behalf
- Designed, built and improved the hiring processes, onboarding and organizational planning of the company thereby reducing time consumption of each department by 28%.
- Performed Email & Calendar management for the C – level executives , Managed expense reports and facilitated travel arrangements for the entire company
- Presented updates and department wise status reports to the management team on a monthly basis and documented Standard Operating Procedure (SOPs) accordingly
- Provided project related support to management team such as updating status of CRM , tracking the ongoing projects and a few more
- Supporting management team with Sales , events , finance and operations related miscellaneous tasks to ensure timely deliverables and on track SLAs

Senior Operations Analyst (Jan 21 – May 22)

Better.com

- Highest Baseline Achiever Awardee by performing extensive analysis of 150+ loan files on monthly basis , Funding 688 Million+ \$ loan amount , 100% ad - hoc activities completion meeting the legal US guidelines , thereby liaising with end customers overseas (US Market)
- Optimized the operations process by 5% by identifying root cause problems which reduced overall process time by 18% , thereby generating a great customer experience
- Improved quality checks by 23% by raising escalations for various checkpoints to identify any potential red flags with various teams & concerned parties company wide
- Engaged with internal & external stakeholders to keep track of business & operations processes & prepared 1900+ Final closing packages for investors to bid on

SKILLS

- | | | | |
|-------------------|-----------------|-------------|------------|
| • Jira | MetaBase | Notion | Doc Magic |
| • Asana | Looker | Darwinbox | LeadIQ |
| • Zendesk | Tinman | Ding | Angellist |
| • Encompass | LeadSquared | Okta | Lever |
| • Rippling | Bitrix | Citrix | Spekit |
| • Guru | Workday | Moodle | Roots |
| • Mers | Slack | GreytHR | LinkedIn |
| • Flourish Studio | Adobe Photoshop | MS-Office | G-Suite |
| • Hubstaff | Recruiter | Canva | Salesforce |
| • Shopify | Coda | CreativeHub | Outline |

Country Manager's Office - India (Contract)

JOYY Inc. [Vlight - Teachee] (Aug 20 - Dec 20)

- Turned customers & market insights into actionable business and Product requirements thereby scaling up the Product userbase from 0 - 120+ clients
- Cracked open 14+ communities comprising of 12 lakhs+ educators for effective lead generation and promotional activities
- Amended Pricing Strategy & Leads generation Plans thereby generating 2.5x organic traffic on the website
- Provided feedbacks for User Engagement like Domain Name retention , Mathematical keypad , Communication forums , Parallel Logins and few more by helping clients in transforming their journey from Offline to Online

Business Development Intern (Dec 19 - Jan 20)

ZOMATO Media Pvt.Ltd.

- Contributed to rapid expansion during Hyperpure's Customer Acquisition drive and onboarded 45+ new merchants
- Generated 70+ first orders from Ho-Re-Ca (Hotels – Restaurants- Caterers) merchants & also served as Customer Solutions Executive
- Managed 100+ first order accounts for recurring orders for Delhi NCR region contributing a revenue increment of 2% for the firm

Product Marketing Intern (Jun 19 – Aug 19)

BYJU'S - The Learning App

- Activated Discovery School Super League 2019 – India's BIGGEST National Level Inter School Contest being telecasted on Discovery Channel in Uttarakhand State
- Onboarded 50+ schools from Uttarakhand region and Managed accounts of 1.25 lakh+ students & logistics of 15 lakhs+ student material

Community Manager Intern (Oct 18 – Dec18)

IIM Kozhikode

- Organized various eSports tournaments in (Echoes Fest) like PUBG, COD etc. seeking a participation from 12k+ footfall
- Troubleshot tournament related scenarios such as mishaps, faulty reporting , acting as a mediator between the participants and operations team

ACHIEVEMENTS

- Top 100 National Achiever India Awardee in Uno Minds, 2019
- Best Marketing Awardee at BYJU'S – The Learning App
- Best Marketing - India Awardee at Foodwalas Learning Systems
- National Scholarship Exam , India Awardee , 2015
- Highest Revenue Generator at JOYY - India , 2021
- Highest Baseline Achiever Awardee at Better , 2021
- Member of Harvard Business Review Ascend Select , 2020