PAYAL BHARTIA

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**CAREER OBJECTIVE**

I possess good analytical skills and problem solving capabilities to work in strict time deadlines. I am

seeking a position where I can develop my work range and serve better in managing the

administration of the company or the organization

A Seasoned Operations and Sales leader with very consistent track record of creating benchmarks and

for the last 12 years have been associated with Wellness, Customer Care, BPO & ITES. I have a

Strong Administration Knowledge, Strong Verbal and Communication Skills, Good Presentation Skills,

Strong Leadership Skills to deal with Senior Management drive various meetings, Independent and

Self-Motivated, yet also Team-Oriented

**EXPERTISE**

Clinic Management, Client Interface, Client Relations, Administrative Support, Accounts Management, Confidential, Training and Development, Document Management, Sales & Marketing, Team Leadership, Operational activities, Strategic Planning, HR, Business Development, Inventory Control,

Technical Knowledge, Sales and Up-Selling Strategies, Client Servicing, Revenue Collection

**WORK EXPERIENCE**

**Life Slimming And Cosmetic Clinic – General Manager – Telangana & AP (From Jan 2020 - Till Date)**

* Responsible for business growth strategic planning, profitability and operations of all the branches in Telangana & Andhra Pradesh
* Franchise Management : Supported Franchise business expansion and training of franchise business centres. Handle all issues/query and streamline process in terms of supply chain/royalty payment and increasing brand awareness
* Delivering Sales target of the Region : Achieve service & primary products sales targets, supervise branch operations through team of Regional Managers and Branch Managers. Get offers & promotional schemes sanctioned for leadership team to help struggling branches
* Client Satisfaction : Focus on customer retention & handling customer complains, Ensuring service excellence through excellent client management, customer feedback, service quality and mystery audit every month
* Network Expansion : Identify new catchment/town, branch construction & renovation, recruitment & training to staff, do market surveys & feasibility analysis
* Ensuring effective business development, local tie ups for the region along with Regional BD Manager. Participating in Exhibitions to promote branch and reach out to more consumers. Also, planning outdoors promotions, in-store communication
* Support Head Office team for opening & managing company flagship branches
* Established successful revenue planning model for consecutive years
* SOP Compliance : Ensure that Branches follow all SOP & guidelines for operations. Non SOP products not to be used in any of the branches
* Responsible for Top line and Bottom line – Driving business development plans for ensuring business. Responsible for a team of Regional Manager, Branch Manager and their branch to deliver business results
* People Development: Coordinate recruitment drive for new branches. In existing branches indentify training requirements & coordinate of trainings accordingly. Recognize & reward performing operators – Conduct at least 2 – 3 training sessions in a month for all branches. Focus on operator productivity
* Develop Standard Operating policies for brand for team operations
* Responsible for recruitment and development of work force across branches
* Set and achieved ambitious sales targets while ensuring service excellence and high levels of customer experience
* Establishing and managing the Customer Care network and program
* Established online Reputation management ensuring to managed the Process of less than 24 hours for Redressal of South India query/grievances
* Planning Campaigns based on customer life cycle to ensure client engagement
* Creating new footfalls, up sells to existing branches by analysis of service being availed
* Oversee the functioning of Call Centre
* Facilitated calibration with the Ops Managers, driving towards good individual CSAT
* Facilitated training sessions on Self-Motivation , Customer Service and Conversational skills
* Responsible for existing business delivery and acquiring new business, including organic and inorganic growth to expand the company’s presence in the Southern Region
* Led assessments of potential markets, competition and need gap analysis to aid crucial business decisions
* Financial Responsibilities : Work closely with Accounts department and on P & L structure, Managing costs, capacity utilization and productivity

**The Body Care - Regional Manager – Pan India (From Aug 2018 – Dec 2019)**

* Primary objective of revenue generation, business growth, sales strategy, customer retention and people management. Focus on satisfying customer needs while ensuring both top and bottom line results. Responsibility also includes training and mentoring team members towards Sales and client retention
* Sales and facilities management
* Managing Operating Surplus and Reducing Break even by maintaining highest quality
* Dealing with client escalations (if required), generation from new and existing client base
* Running Sales Operations accountable for increasing sales, volumes, identifying and generating business for achieving the business targets
* Mapping client’s requirements and coordinating in developing and implementing processes in live with pre-set the guidelines
* Ensuring customer satisfaction by achieving delivery of service quality norms and on time resolution of customer complaints
* Mentoring, training and creating a dynamic environment that fosters the development opportunities and motivating the staff for high performance
* Execute business plans for the Cluster. Handle team of Branches. Need to work closely with team to get the best.
* Drive the continuous improvement of sales processes, constantly making them more customers friendly and efficient. Drive and monitor sales.
* Responsible for training, recruitment and development of work force across Centres.
* Gather market intelligence, competitor activities : Do competition visit to identify service category gaps
* Drafting and updating the customer relations policies and SOPs
* Establishing and managing the Customer Care network and program

**Vibes Health Care Ltd - Corporate Head – Pan India (From May 2014 - Till July 2018)**

* Projections to management for business growth and development.
* Created and executed clinic related human resources and finance objectives and customer service
* Managed facilities, equipment, supplies, personnel and resources in relation to cost containment
* Executed clinical administrative policies and initiated action to enhance clients care programs
* Examined and resolved complaints received from Staff, Visitors, Clients and Physicians
* Supported in policy formulation and executed budget by providing financial projections during budget development
* Executed productivity increase strategies and optimized clinical staff and procedural value
* Explained good workplace behaviour and identified issues and use resources to resolve
* Understanding future staffing requirements and created, executed and supported clinical staff recruitment and retention strategies
* Identifying position specific job responsibilities and core competencies to create clear job descriptions
* Improving Staff – Clients interactions through Clients satisfaction and establish standards
* Making the business plan keep all the obvious facts of market in mind and ensuring the tools on place to hit the expected number
* Prepared business forecast for the year by analyzing trends of previous year and market trends
* Developed and implemented action plans to generate sales, buying feedback and exploiting opportunities that support revenue increase and cost optimizations, business development & marketing plan
* To plan marketing activities considering leads to conversion ratio in mind to generate the number of leads required to meet the required top line
* Travelled Pan India for monitoring & revenue generation
* Initiated tie-ups to ensure more visibility for the brand and clients acquisition by using appropriate and cost effective tools
* Cost analysis: understanding scope of cost control and less expenses to ensure profitability
* Budgeting: to decide budgets forecast to plan for future expenses and revenue
* Collated the data at the branches level and making reports for the region for different purposes, which further helps in planning and revenue maximizing
* Making reports as to see what services are working well to have a way forward and to keep up with the market trends
* To find the gaps where there is scope to enhance skill set amongst the team members and thus arranging required trainings
* Responsible for acquisition of corporate clients. Achieving sales target through clients acquisition & growing business from existing clients.
* Established successful revenue planning model for consecutive years

**The Body Care - Assistant Centre Manager (From March 2013 - Till May 2014)**

* Handled clinic’s routine operations with team management of 20 -22 staffs
* Daily managing of staff & assigning duties
* Monitored staff to increase sales and their work efficiency
* Solved all in-house issues and motivation efforts
* Handled all clinic operations
* To achieve a minimum turnover targets of a clinic
* Responsible to maintain service standards of the company
* Client counselling, rebooking, cross selling of different sales packages like hair, skin laser and weight loss
* Business planning and event organizing on ground level
* Service delivery to maximum satisfaction of customers
* Prepared daily, monthly, weekly reports like MIS,DSR etc
* Data management
* Assisted with on time delivery and good quality documentation
* Provided leadership, direction and administration of all aspects of clinical activities to ensure good client service
* Participated in senior management meeting to develop new business development plans and improve quality of services
* Responsible for the administrative functions of the centre
* Ensured office discipline cleanliness, professional ethics & healthy atmosphere
* Delegated work appropriately to all the other departments, functioning in the centre and obtained a daily feedback from all the other managers/staff
* Ensured that the centre functions within the parameters of company’s policies as may in force for the time being and the ones that may be formulated from time
* Actively involved in business planning & analysis for assessment of revenue potential in business opportunities
* Conducted interviews and handled all departments’ operational activities
* Vendor management
* Ensured client satisfaction and delight with respect to all services
* Attended training and imparted the learned training inputs to other staff members
* Responsible for daily work allocation, supervision, discipline and welfare of staff
* Stock management: responsible of maintenance adequate stock, consumables, retail and linen
* Ensured that the centre hygiene and cleanliness, professional ethics and healthy environment were maintained.

**Health Sanctuary Pvt Ltd - Centre Head (From Oct 2012 – Till March 2013)**

* Scrutinized working personnel activities and saw to it that they work efficiently
* Effectuating sales strategies for accomplishment of performance milestones
* Conducted competitor analysis by keeping barest trends to achieve market metrics
* In house workshop conduction regarding improvement of good health
* Seeking business opportunities in the vicinity of clinic and marketing all the services offered by head office
* Managed a group of min 15 - 20 people working in different roles within a clinic
* Administration, HR planning and handling client’s complaints
* Short term & long term budgeting and developing business plans for achievement of targets
* Ensured emphasis on budgets and sales figures as a major part of the key deliverables
* Managed events with corporate offices, business houses and responsible for corporate tie ups to augment revenue and ensure centre re-visits encompassing promotion of Reward points, marketing future offers and service quality
* Reported to the Operations Head on day to day activities and on compliance of operational standards
* Responsible for staff induction, orientation, appraisal and other training delivery methodologies
* Calibrated with respective departments to resolve concerns, maintaining liaison between the Centres, Corporate Office and R&D Depts.

**John Keells BPO Solutions India Pvt Ltd - Compliance Manager: Canadian Telecom Sales – Telus (From Aug 2011 – Till Oct 2012)**

* Managed and headed Outbound Sales Campaign for a Canadian Telecom giant TELUS- providing High Speed Internet services, Optik TV services and Satellite TV services within Alberta and British Columbia regions
* Maintained weekly and monthly performance reviews to assess deviation and prepare action plans to strategically improve overall performance and to raise the level of client satisfaction as needed
* Corporate Compliance - monitored and tracked employees to ensure compliance with all corporate wide and controller policies
* Worked in close co-ordination with other Departments like Recruitment, Training, and Quality in order to improve processes that directly impact performance, profitability and/or people
* Facilitated client monitoring sessions with superior results
* Responsible for Attending Client Sessions and Client Audits
* Responsible for arranging for Client Interactions with the Team’s and Asst. Managers for roundtable discussions during Client Centre Visits
* Ensured operational controls are in place and monitored against service level agreements and contract terms & conditions (adherence to policies, operating procedures, control standards)
* Class Room Training for new hires includes – Process related Skills, Call Handling/Technical Skills, Critical Quality Issues, Process Training
* One-on-One Team performance analysis with the Asst. Managers to review the areas of Improvements or Opportunity

**I yogi Technical Services Pvt Ltd – Senior Sales Executive: Upgrades & Sales (Dell Tech**

**Support) US – UK – AUS (From Feb 2010 - Till Aug 2011)**

* Worked as a Specialist in Sales and Upgrades for Dell Tech Support process
* Responsible for providing best Software Upgrade options to customers who called for troubleshooting
* Responsible for Delivering Daily sales target
* Responsible for conducting preliminary system and software checks to accurately gauge the nature of problem the customer is calling about related to their computer and further redirecting them to the relevant department/person for troubleshooting.
* Following up with the customers as promised to ensure zero failed call backs
* Recommended operational, system and process improvements to increase efficiency, productivity and transaction handling accuracy

**HCL - Senior Executive: Customer Service (Telecom) UK process (From June 2008 – Till Jan 2010)**

* Worked as a Senior Customer Service Specialist for a UK based telecom giant
* Associated with a Blended (Voice and Non Voice) inbound and outbound customer service process
* Non Voice: was responsible for providing accurate solutions to UK customers via e-mail
* Voice (Inbound): was responsible for providing troubleshooting solutions to customers on inbound calls
* Voice (Outbound): Following up with the customer to ensure they were satisfied with the resolution, quality of interaction and response time.
* Delivered outstanding performance in the portfolio all throughout my tenure with the company.
* Maintained the best quality scores in the team on every transaction
* Resolving Customer’s concerns in case the frontline agent has not handled the same satisfactorily and the Customer asks for a Supervisor/Manager
* Conducted refresher trainings and process specific trainings (Class room session/on the job) for new hires. Acted as a mentor and targeted towards improving team performance
* Help develop strong inter-personal relationships within the team to cohesively bond them together & integrate them with the vision & core values of the process
* Mentored & assisted new hires – Providing performance related feedback to new joinees
* Conducted daily portfolio huddles
* Always delivered exceptional performance and over achieved the target every month

**ACHIEVEMENTS & AWARDS**

* Received the Highest Sales Trophy in Pan India for Bangalore Region (2017)
* Received the Highest Revenue Generation Trophy from ‘Fresh Web Leads’ in Pan India for Bangalore Region (2017)
* Received a Trophy from Bajaj Finance for giving Highest Business for Bangalore Region (2017)
* Rewarded by compliance team for meeting quality standards throughout my performance
* Rewarded and received appreciation from time to time for exceeding expectations in delivering performance and boundless behavior

**PROFFESIONAL QUALIFICATION**

* Bachelor of Arts (Hon’s) – 2008

**PERSONAL DETAILS**

Father’s Name-        :  Late Shri Raj Kumar Bhartia

Date of Birth            :  2nd May 1988  
Marital Status           :  Single  
Languages Known    :  Hindi and English  
Hobbies                     :  Listening to music, watching movies and travelling

I hereby declare that the information provided above is true to the best of my knowledge.

DATE: - PAYAL BHARTIA