

**Juli Kumari Mishra**

**Urban Company(UC)**

 **8851557817**  **mishrajuli33@gmail.com**

 **2 Years Total Experience**

---

## Experience

### ❖ **Category Lead | Urban Company (Former- UrbanClap)** (Dec 2022 – Nov 2024)

- Lead, manage, and motivate a team of 10-15 members.
- Set clear objectives and guide team members to ensure alignment with company goals.
- Identified and onboarded top service professionals across multiple categories, including cleaning, AC repair, beauty, painting, and plumbing.
- Significantly improved critical metrics for the Cleaning Category in Delhi NCR, reducing the Request Loss Percentage from 32% to 9%, which is leading us now to a profitable business.
- Contributing actively to increasing APC(Active Partner Count) each quarter.
- Delegate tasks efficiently and effectively while ensuring accountability.
- Conduct regular performance evaluations and provide constructive feedback to team members.
- Understand different categories in-depth and hire for the available positions accordingly.
- Convincing the open-to-work individual to join the urban team as a partner.
- Source, curate, and update accurate provider information, using creative and original ideas to present information in the database.
- Use the Internet and other social media platforms to verify profile information.
- Impart necessary training to onboard service professionals on these norms and how to use UrbanClap.
- Interact with company partners regularly to ensure active engagement on the platform.
- Resolve queries from company partners on a case-by-case basis.

## Education

### ❖ **Bachelor of Computer Application (BCA)** (Aug 2018 - July 2021)

- IIMT College of Management, Greater Noida | CCS University, Meerut

### ❖ **12<sup>th</sup> (I.Sc)** (Apr 2015 – Mar 2017)

- +2 High School Nawada | Bihar State Board

### ❖ **10<sup>th</sup> (Matriculation)** (Apr 2014 – Mar 2015)

- +2 High School Nawada | Bihar State Board

## Academic Project

### ❖ **E-Commerce Website**

Tool/Technology Used: WordPress, MySQL, HTML

### ❖ **Calculator App**

Tool/Technology Used: Android Studio, XML, Java

## **Achievements**

- ❖ Selected in the semi-final of Business Start-up's Ideas in Toycathon-21 organized By Central Govt.
- ❖ Best Employee of the Month.

## **Certification**

- ❖ Management Essentials (Upgrade)

## **Technical Skills**

- ❖ Ms Office(All Products)
- ❖ Google Sheet
- ❖ Problem-Solving Skill

## **Language Proficiency**

- ❖ English
- ❖ Hindi

## **Soft Skills**

- ❖ Phone Etiquette
- ❖ Email Etiquette
- ❖ Leadership Skill
- ❖ Communication Skills

**Juli Kumari Mishra**