**Juli Kumari Mishra Speaker phone with solid fill 8851557817 Email with solid fill**[**mishrajuli33@gmail.com**](mailto:mishrajuli33@gmail.com)

**Urban Company(UC) Briefcase with solid fill** **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

## 12th (I.Sc) (Apr 2015 – Mar 2017)

 +2 High School Nawada |Bihar State Board

## 10th (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**