


# SHIVAM TIWARI

**Senior Business Development Executive | Team Leadership | Customer Acquisition**

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## PROFESSIONAL SUMMARY

Results-driven Business Development Executive with 8+ years of experience across India's leading tech companies. Passionate about building genuine relationships and turning challenges into opportunities. From telecom to fintech and food-tech, I've consistently delivered growth through authentic partnerships and customer-focused solutions.

## CORE COMPETENCIES

Business Development • Team Leadership • Sales Management • Customer Acquisition • Revenue Generation • Relationship Management • Strategic Planning

## PROFESSIONAL EXPERIENCE

**ONBOARDING EXECUTIVE (2022-2023) / SENIOR ONBOARDING EXECUTIVE (2023-Present) | Swiggy**

- Lead merchant acquisition, successfully onboarding 150+ restaurant partners monthly
- Reduced partner activation time by 30% through streamlined processes and personalized support
- Consistently exceed quarterly targets while maintaining 95% partner satisfaction rate

**BUSINESS DEVELOPMENT EXECUTIVE | PhonePe | 2019 - 2022**

- Partnered with 200+ local businesses for digital payment adoption
- Exceeded monthly targets by 15-20% through relationship-focused approach
- Became trusted advisor helping merchants navigate digital transformation

**BUSINESS DEVELOPMENT EXECUTIVE | Paytm | 2017 - 2019**

- Pioneered customer acquisition strategies in North India region
- Achieved 85% client retention rate through genuine partnerships
- Generated substantial revenue growth via innovative lead generation

**TEAM LEADER (2015-2017) / SALES EXECUTIVE (2014-2015) | Airtel BPO**

- Mentored team of 12 sales representatives, increasing productivity by 25%
- Started as Sales Executive, consistently meeting telecom service targets

- Conducted weekly training sessions and became go-to resource for colleagues

## EDUCATION

**Bachelor of Commerce (B.Com)** | Dr. Ram Manohar Lohia Avadh University | 2025

**Higher Secondary** | UP Board | 2014 | **High School** | UP Board | 2012

## TECHNICAL SKILLS

**Software:** MS Office Suite, CRM Systems, Google Workspace | **Languages:** Hindi (Native), English (Professional)

## KEY ACHIEVEMENTS

- ✓ 8+ years progressive growth across telecom, fintech, and food-tech industries
- ✓ Successfully managed teams while consistently exceeding targets
- ✓ Built partnerships with 350+ businesses throughout career
- ✓ Proven expertise in relationship-focused sales and customer acquisition

## PERSONAL STRENGTHS

I believe in authentic relationships and genuine problem-solving. My approach is to listen first, understand real challenges, then work together to find solutions that truly work. Whether onboarding restaurant partners or mentoring team members, I'm committed to helping others succeed.

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

**Shivam Tiwari** | Date: 25-07-2025