




SHIVAM TIWARI

Senior Business Development Executive | Team Leadership | Customer Acquisition

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PROFESSIONAL SUMMARY

Results-oriented Business Development Executive with 8+ years of progressive experience across India's leading tech companies. My journey spans from telecom sales to fintech partnerships and food-tech merchant relations. I thrive on building meaningful business relationships and have consistently delivered revenue growth through strategic thinking and customer-centric approach. Currently driving merchant success at Swiggy while expanding partnership opportunities in the competitive food delivery landscape.

CORE COMPETENCIES

- Business Development • Team Leadership • Sales Management • Customer Acquisition
- Merchant Onboarding • Revenue Generation • Relationship Management • Market Analysis
- Cross-functional Collaboration • Performance Optimization • Strategic Planning • Stakeholder Management

PROFESSIONAL EXPERIENCE

SENIOR ONBOARDING EXECUTIVE | Swiggy | 2023 - Present

- Successfully lead merchant acquisition initiatives, bringing 150+ restaurant partners onboard monthly
- Transform complex onboarding processes into streamlined experiences, reducing partner activation time by 30%
- Consistently exceed quarterly revenue targets through strategic relationship building with high-value merchants

ONBOARDING EXECUTIVE | Swiggy | 2022 - 2023

- Managed merchant onboarding pipeline for India's leading food delivery platform
- Built strong relationships with restaurant owners, addressing their operational needs and concerns
- Achieved 95% partner satisfaction rate through personalized support and timely issue resolution

BUSINESS DEVELOPMENT EXECUTIVE | PhonePe | 2019 - 2022

- Spearheaded business development initiatives for digital payment ecosystem, focusing on merchant acquisition
- Developed lasting partnerships with 200+ local businesses, helping them transition to digital payments
- Consistently surpassed monthly targets by 15-20% through relationship-focused sales methodology

BUSINESS DEVELOPMENT EXECUTIVE | *Paytm* | 2017 - 2019

- Pioneered customer acquisition strategies for emerging fintech solutions in North India region
- Nurtured client relationships that resulted in 85% retention rate and increased transaction volumes
- Generated substantial revenue growth through innovative lead generation techniques and personalized pitches

TEAM LEADER | *Airtel BPO* | 2015 - 2017

- Guided a dynamic team of 12 sales representatives, fostering collaborative environment for telecom service sales
- Implemented innovative performance strategies that increased team productivity by 25% within first year
- Conducted weekly training workshops, sharing industry insights and refining sales techniques

SALES EXECUTIVE | *Airtel BPO* | 2014 - 2015

- Initiated career in telecommunications, focusing on data pack sales and customer service excellence
- Consistently achieved monthly quotas while building strong foundation in consultative selling approach
- Gained comprehensive product knowledge across telecom offerings, becoming go-to resource for colleagues

EDUCATION

Bachelor of Commerce (B.Com) | *RMLAU Faizabad* | 2025

Higher Secondary Certificate | *UP Board* | 2014

High School Certificate | *UP Board* | 2012

TECHNICAL SKILLS

- **Software:** Microsoft Office Suite (Word, Excel, PowerPoint), CRM Systems, Google Workspace
 - **Languages:** Hindi (Native), English (Professional)
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KEY ACHIEVEMENTS

- ✓ **8+ years** of progressive experience in business development and sales
 - ✓ **Team Leadership** experience managing cross-functional teams
 - ✓ **Revenue Growth** contributor across multiple industries (Fintech, Food Tech, Telecom)
 - ✓ **Customer Acquisition** specialist with proven track record
 - ✓ **Performance Excellence** in target achievement and KPI management
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PERSONAL ATTRIBUTES

- **Communication:** Excellent verbal and written communication skills with ability to engage diverse stakeholders
 - **Leadership:** Proven ability to lead and motivate teams while driving results in competitive environments
 - **Problem Solving:** Strategic thinking and analytical approach to complex business challenges
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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