

ATUL PANDEY

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SUMMARY

14 years of experience and a proven track record of elevating brand visibility, driving revenue growth, and optimizing operations, I bring expertise in operations management, leadership, and strategic planning. Recognized for launching successful campaigns and managing partnerships, I am poised to drive success and cultivate growth in dynamic sales environments.

PROFESSIONAL EXPERIENCE

GoMechanic

Head – City Operations

Ahmedabad & Surat | Jan'20 – Mar'23

- Strategically launched the brand and its products in 2 cities, managing 100+ entities and achieving a monthly GMV of 2 crores with over 3200 customers.
- Maintained a Repeat Customer Rate above 40% and NPS above 70, ensuring exceptional customer satisfaction and loyalty.
- Oversaw 70+ employees and managed 150+ SKUs of materials, optimizing resource allocation and operational efficiency.
- Established and maintained relationships with key stakeholders, developing partnerships and driving business expansion.
- Developed and implemented operational strategies to streamline processes and improve service delivery, resulting in increased profitability.

Hyde Engineering & Consulting India Pvt. Ltd.

Senior Executive – Finance & Administration

Ahmedabad & Hyderabad | Oct'15 – May'19

- Established a new branch, designing and implementing finance and operations SOPs, leading to a 40% reduction in operational costs.
- Analyzed financial data and provided insights to support decision-making, ensuring financial stability and growth.
- Implemented process improvements and efficiency measures, enhancing productivity, and reducing turnaround times.

VFS Global Services Pvt. Ltd.

Executive – Operations

Ahmedabad & Mumbai | Apr'10 – Mar'15

- Updated and revised SOPs, leading to streamlined processes and improved workflow efficiency.
- Conducted training sessions for over 100 employees, resulting in enhanced service delivery and customer satisfaction.
- Received recognition for outstanding performance and was invited to headquarters for advanced training and development.
- Implemented a Time Management tool to optimize resource allocation and improve operational efficiency.

ADDITIONAL EXPERIENCE

EduFund

Regional Manager

Ahmedabad | Apr'23 – Feb'24

- Led regional operations, increasing brand visibility by 30% and developing 10+ monthly partnerships through targeted campaigns, while organizing events that drove a notable 35% surge in community engagement and brand affinity.

Reddito Capital Investment Advisors Pvt. Ltd.

Assistant Manager – Operations

Ahmedabad | Jun'19 – Nov'19

- Managed client relationships and led a team of 80+ members, successfully developing and implementing sales and marketing strategies to achieve targets. Also responsible for contract negotiations and preparing comprehensive reports.

Travel Designer India Pvt. Ltd.

Senior Executive – Operations

Ahmedabad | Apr'15 – Sep'15

- Managed day-to-day operations, negotiated with clients, provided leadership to a team of executives, and organized bookings to drive conversions and sales.

SKILLS, SOFTWARE PROFICIENCY & INTERESTS

Skills: Leadership, Communication, Negotiation, Relationship Building, Strategic Planning, Team Management, Problem Solving, Decision Making, Customer Focus, Adaptability, Time Management, Presentation

Software Proficiency: Replicon, Slack, Asana, Trello, MS Office Suite, G Suite, SAP, Zoom, Mailchimp, Zoho, Apollo, Shopify, BigCommerce, Tableau, Salesforce

Interests: Books, Movies, Music

EDUCATION

Master of Business Administration (MBA) – Operations Management (2016 Batch)

- Indian School of Business Management & Administration

Bachelor of Commerce (B.Com) – Business Administration & Advanced Accountancy (2009 Batch)

- Gujarat University

ADDITIONAL INFORMATION

- **Date of Birth:** 13th June 1988
- **Languages:** English, Hindi, Gujarati
- **Current Location:** Ahmedabad
- **Preferred Location:** Anywhere Worldwide
- **Nationality:** Indian