

## Shiv Kumar Chhatwal

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### Professional Summary

Results-driven commerce graduate with hands-on experience in sales, customer engagement, and business development across startups and corporations. Proven ability to lead initiatives, build relationships, and drive revenue growth in fast-paced environments. Eager to contribute to customer-obsessed teams like Amazon through strategic thinking and effective communication.

### Education

Bachelor of Commerce (Hons), Jagannath International Management School, IP University – 2022

12th Grade (CBSE), Ryan International School, Vasant Kunj, New Delhi – 2018

10th Grade (CBSE), Ryan International School, Vasant Kunj, New Delhi – 2016

### Professional Experience

- Business Development Manager, HDFC Life (Feb 2025 – Present)
  - Driving sales growth and client acquisition by implementing tailored financial solutions.
  - Utilizing CRM systems to manage leads, track performance, and generate insights.
  - Achieved over 20% growth in client base within the first 3 months.
- Sales Executive, Cure Surgical (Apr 2024 – Feb 2025)
  - Exceeded monthly targets by crafting effective sales strategies.
  - Built strong relationships with hospitals and healthcare professionals to promote surgical products.
  - Contributed to team success through collaboration and on-ground marketing.
- Owner, Order Kar Yaar (Oct 2021 – Feb 2024)
  - Launched and scaled a successful food business with over Rs.12 lakh monthly revenue.
  - Handled vendor relationships, digital marketing, and customer service operations.
  - Optimized daily operations to increase efficiency and customer satisfaction.
- Business Development Associate, University Living Accommodation (Mar 2023 – Sept 2023)

- Managed relationships with clients and property owners to enhance global student housing solutions.
- Generated leads and closed deals through targeted outreach and CRM usage.

### **Achievements & Leadership**

- Co-founder, Winter Classic Organization – Organized Delhi NCR Rink Football tournaments since 2018.
- Volunteer, Event Management – Managed PR & sponsorships with brands like Red Bull, Adidas, and Rebel Foods.
- Vice-Captain, School Cricket Team – Represented school in district and state-level tournaments.
- Social Media Lead – Managed Twitter account for college and led content planning.
- Member, Placement & Entrepreneur Society – Active in recruitment drives and strategic planning.

### **Skills**

Customer Relationship Management, Sales & Business Development, Strategic Communication, Team Leadership, MS Excel, Problem Solving

### **Languages**

English (Fluent), Hindi (Fluent)