



# SAHIL SALGOTRA

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Jalandhar India 144021

## SUMMARY

Dedicated Professional with experience in achieving tangible results and cross-team collaboration. Proactive and excited to partner with like-minded individuals to achieve goals.

## SKILLS

- Process improvement strategies
- Relationship building
- Inventory control
- Financial and cash flow analyses
- Profit and loss analysis
- Policies and procedures implementation
- Advertising
- Contract management
- High-pressure environments
- Multidisciplinary collaboration
- Mergers and acquisitions knowledge
- Product inspections
- Resource planning and allocation
- Multi-site operations
- Dear Inventory
- Business process re-engineering
- Oracle database management
- Solutions development
- Productivity improvement specialist
- Maintenance planning
- Lean methodologies
- Manufacturing expertise
- Communication improvements
- Warehouse operations
- Quality compliance procedures
- Cost reduction and containment
- Personable
- Invoicing
- Logistical planning
- General office administration
- Customer relationship building
- IT infrastructure understanding
- Digital marketing

## EXPERIENCE

01/2023 - Current

### Operation Manager

**Cricket topper** | Jalandhar , India

2023-current

- Directed retail and wholesale operations, scrutinising and improving existing processes to boost efficiency.
- Managed and maintained inventory of warehouse materials and supplies, ensuring accuracy and organization.
- Operated and maintained warehouse equipment, including forklifts, pallet jacks, and hand trucks.
- Packed and shipped orders, verifying accuracy and completeness of all orders.
- Loaded and unloaded trucks, verifying incoming and outgoing shipments for accuracy and completeness.
- Addressed customer feedback with immediate action, leading to a sustained improvement in satisfaction ratings.
- Revised scheduling to optimise staff allocation during peak times, maximising efficiency and customer service levels.
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11/2021 - 10/2022

### Business development associate

**Think & learn pvt ltd** | Bengaluru , India

2021 - 2022

- Cultivated relationships with influencers, ambassadors and public relations personnel to drive brand engagement and awareness,
- Negotiated favourable contracts, aligning terms to create beneficial new revenue streams.
- Analysed KPIs and reported findings to senior management to inform future business strategy.
- Evaluated competitor behavior, identifying trends and strategies to foster growth.
- Compiled and reviewed consumer data on patterns and preferences for marketing information.
- Qualified leads and managed pipeline to drive continuous growth.

08/2020 - 05/2022

### Relationship officer

**SBICAP Securities** | Jalandhar , India

2020 - 2021

- Reviewed client files to identify opportunities for cross selling.
- Kept track of current and potential clients needs to recommend new applicable products and services.
- Educated customers about company products, services and special offers.

- Decision making
- Operational support
- CRM software proficiency
- Bookkeeping
- Inventory management systems
- Negotiation
- E-Commerce platforms
- Supply chain coordination
- Logistical support
- KPI management
- Order management
- Client account management
- Production reporting
- Department management
- Project Management
- Facility management

- Maintained detailed knowledge of company offerings to recommend appropriate products to clients.
- Monitored customer activity to recognize account growth possibilities.

03/2019 - 08/2020

**Backend executive**

**Fastway transmission pvt ltd** | Jalandhar, India

2019 - 2020

- Coordinated administrative tasks for efficient back-office operations.
- Collated and processed research data to analyse outcome and results.
- Photocopied, scanned and filed documents to maintain updated documents.
- Conducted market research to stay updated with trends and developments.
- Booked conference rooms, managed caterer and sent invitations to guests for events.
- Organised team building activities to cultivate professional relationships with staff.
- Purchased office supplies to maintain stock and inventory.
- Answered phones, responded to emails and directed calls to designated recipients.

**EDUCATION**

03/2013 - 03/2014

**Secondary School Education** | jalandhar

SSC: Arts

03/2010 - 03/2011

**Senior Secondary School Education** | jalandhar

10th: Maths

05/2014 - 05/2016

**Guru Nanak Dev University** | Jalandhar, PB

Bachelor of computer applications graduation: Computer applications

**LANGUAGES**

**English:**  A2

Elementary

**Hindi:**  C1

Advanced

**Punjabi:**  C1

Advanced