



Contact

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Address

G04-Academic City ,Dubai

Education

2024-Pursuing

- PGD (Logistics and Supply Chain)
(GPA 9.0/10) 1st Semester.
Manipal University, Dubai

2012-14

- PGDM(Marketing and Human
Resources)
Jaipuria Institute Of Management,India

2009-12

- BBA (General),Mewar University,India

Technical Skills

- Supply Chain Management
- Relationship Management
- Inventory Management
- Account Management
- Marketing
- Market Research
- Data Analysis & Reporting
- Microsoft Excel
- Client Servicing

Core Competencies

- Communication Skills
- Customer Service Orientation
- Technical Proficiency
- Organizational Skills
- Time Management
- Adaptability
- Problem Solving
- Attention-to-Detail

Languages

- English
- Hindi

Vikrant Gupta

I am a seasoned professional with experience in Operations, Marketing and Business Development. I am pursuing a Postgraduate Diploma in Logistics and Supply Chain Management from Manipal University, Dubai. I am driven to apply my analytical skills, strategic thinking, and unique perspective to develop innovative and effective strategies in helping the business grow.

Experience

July 2024-Aug2024

Unext Learning Pvt.Ltd,Dubai

Channel Sales Internship

- Promoted Online Manipal courses in Nepal and Africa by engaging private and government institutions
- Identifying potential development potential, and aligning offerings with Manipal's offerings.
- Shown value to stakeholders, negotiated agreements, and collaborated with cross-functional teams to tailor solutions to regional needs.

Oct 2019 – July 2022, Nov 2022 – Dec 2022

Spades Atelier,India

Assistant Business Operations Manager

- Identifying and implementing strategies to enhance operational processes, thereby improving overall performance and productivity.
- Recruiting, training, and supervising staff to build a cohesive and motivated team aligned with
- Collaborating with clients to understand their needs and ensuring that services met or exceeded their expectations, thereby enhancing customer satisfaction.

July 2022 – Nov 2022

Indicaa Group Ltd.,India

Procurement Executive

- Conducted quality checks for various scrap materials at Asia's largest scrap hub (Punjab,India)
- Assisted in managing incoming scrap consignments at manufacturing plants
- Gained hands-on experience in manufacturing operations and oversaw outgoing shipments at Kandla Port. (Gujarat,India)
- Implemented stringent measures to prevent theft and pilferage and gained expertise in invoicing, payment documentation, and logistical coordination for international trade.
- Successfully assisted in leading a mass recruitment initiatives, hiring 25 freshers from a pool of 300 candidates.

Sep 2016 – Aug 2019

Visas Abroad Services LLP, India

Business Operations Associate

- Ensured alignment of customer objectives with accurate documentation.
- Provided expert guidance to clients selecting educational programs in Canada and the UK.
- Delivered premium customer service by overseeing end-to-end visa and immigration processes.
- Maintained a detailed database of clients to improve operational efficiency.

May 2014 – Jun 2016

HCL Technologies,India

Executive (Market Research)

- Conducted comprehensive market research to uncover new business opportunities.
- Authored detailed reports on account research, executive profiling, and competitor analysis.
- Collected client feedback to identify improvement areas, enhancing customer satisfaction rates.
- Created and distributed newsletters to sales teams, aligning them with industry trends.
- Engaged with sales team and assisted them in discovering business opportunities across regions like NORDIC, EMEA and APAC