

# Kushagra Shandilya

Delhi, India

[Kushagra720@gmail.com](mailto:Kushagra720@gmail.com)

+91 8178427981

## Summary

Dynamic and versatile individual well-versed in overseeing office administration and business development showcasing exceptional interpersonal skills and a problem-solving aptitude. Expert in vendor relationships and event coordination, significantly contributing to operational efficiency and client satisfaction. Skilled in developing Administrative SOPs, service standards, streamlining workflow processes, and proactively managing daily operations. Possesses expertise in handling customer inquiries and complaints, while coordinating with employees from different departments. Highly organized and self-motivated with excellent communication and interpersonal skills. Demonstrated ability to prioritize tasks and meet deadlines.

## Experience

### Operations Manager

JR Facility Management, LLC

Nov 2023 - Dec 2024

- Facility Management (B2B)(Manpower- industry)
- Managed office operations to drive front desk, mail distribution, and security processes and procedures.
- Managed day-to-day operations of a busy office environment, including scheduling appointments and ordering supplies.
- Utilized excellent communication and interpersonal skills to collaborate with colleagues, clients, and vendors.
- Maintained accurate records of financial transactions and other business documents.
- Created comprehensive administrative procedures that improved workflow processes.
- Established positive working relationships with internal departments and external customers and vendors.
- Trained new personnel on office policies and procedures as well as general administrative duties.
- Prepared presentations for management meetings using presentation software such as PowerPoint.
- Negotiated contracts and maintained supplier relationships to ensure timely delivery of necessary materials.
- Supervised administrative assistants, providing support across all functions.
- Applied advanced problem-solving techniques to resolve operational issues.



Administrative Assistant(MELP) and Lead Generation(Sysmind) SysMind

Tech Pvt Ltd

May 2021 - Oct 2023

- Actively pursued collaborations and strategic alliances by coordinating marketing events to enhance business prospect and broaden service offerings by introducing the all in one corporate communication application "MELP" - SaaS Startup Venture, initially built and developed in house for internal communication prior official launch.
- Provided comprehensive administrative support to the founder including scheduling appointments, coordinating meetings, and managing calendars for instructors and staff.
- Exhibited strong organizational skills to manage multiple projects simultaneously.
- Provided administrative support services such as preparing reports, transcribing meeting minutes, conducting research.
- Utilized excellent communication skills to liaise between internal departments, external partners and clients as needed.
- Assisted with event planning by making travel arrangements and reserving venues when necessary.

- Actively collaborated with senior leadership to develop efficient office processes and procedures.
- Monitored and maintained executive files and records.
- Trained new employees on front desk protocols and procedures.
- Created and maintained comprehensive documentation of all vendors, contracts, and agreements.
- Implemented procedures for evaluating new vendors prior to entering into a contract agreement. □  
Audited invoices from vendors to ensure accuracy of billing information.

## **Business Development Executive**

BYJU'S

Feb 2019 - Apr 2021

- Provided educational counseling to students ranging from 4th to 12th grade, offering personalized guidance on educational pathways and learning programs
- Specialized in selling personalized tablet learning programs tailored to individual student needs
- Collaborated with students to understand their academic goals and requirements, recommending suitable learning solutions
- Acted as a key point of contact for potential leads, addressing inquiries and providing detailed information about the company's educational offerings
- Played a crucial role in promoting the company's tablet learning program and its benefits to students and parents
- Leveraged strong communication and interpersonal skills to build rapport with students and foster trust in the company's services
- Worked closely with the sales and marketing team to develop strategies for student acquisition and program enrollment
- Contributed to the company's success by effectively selling educational solutions and meeting sales targets

## **Academic Counselor**

Digiperform

Jan 2017 - Jun 2018

- Served as a Career Counselor at front office acting by utilizing strong communication and interpersonal skills to build trust and rapport with students, fostering professional first point of contact to enhance initial interactions and first impressions
- Maintained an inventory of all supplies used in the front office area, ordering additional items as needed.
- Conducted comprehensive counseling sessions with potential leads, guiding them on the benefits and features of the digital marketing course at front desk.
- Assessed individual student needs and aspirations to tailor course recommendations and educational pathways
- Provided personalized placement assistance based on the student's caliber and career goals, ensuring a seamless transition into the workforce by organizing placement events.
- Acted as a reliable point of contact for students and faculty addressing inquiries along side providing supplies and administrative support throughout their academic journey.
- Coordinating with the placement team to facilitate job placements and career advancement opportunities for course graduates.
- Contributed to the company's mission of promoting distance education by effectively promoting and enrolling students in digital marketing courses.

## **Education**



**Swami Vivekanand Subharti University (SVSU), Meerut**

Master of Business Administration - MBA, HR and Marketing

Mar 2017 - Mar 2019



**Institute of Hotel Management, Catering Technology & Applied Nutrition, Goa**

Bachelor's degree, Hospitality Administration/Management

May 2018 - Jan 2019



**Mahatma Jyotiba Phule Rohilkhand University**

Bachelor's degree, Sociology and Education

Mar 2014 - Mar 2017



**Nutan Vidya Mandir Sr. Sec. School**

High School Diploma, Physics Chemistry Math

Mar 2013 - Mar 2014

## **Skills**

Client Services • Business Partner Support • Client Relations • Business Development • Business Development Support • Sales • Advertising • Marketing Strategy • Marketing • Market Research