

Contact

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Top Skills

Quality Assurance
People Management
Problem Solving

Atul Saini

Building Trential | Transforming Operations from 0 to 1
Gurugram, Haryana, India

Summary

Experienced Business Operations Leader | Driving Growth, Efficiency, and Innovation.

With a robust track record of successfully overseeing SalesOps, FinOps and Customer Experience Teams. I am a seasoned Business Operations Lead with a strong foundation in business strategy, financial analysis, and process optimization. My career is built on a fervent dedication to steering business achievements through data-backed decisions and an unwavering commitment to continual enhancement. I specialize in crafting ingenious solutions that fuel revenue upsurge, refine operational efficacy, and amplify profitability.

At the heart of my proficiency lies the ability to cultivate and steer high-performance teams, bolstered by my adept communication and leadership acumen. Collaborating seamlessly with cross-functional stakeholders, I orchestrate strategic initiatives that pave the way for transformative outcomes. As a revered confidant and collaborator to senior leadership, I thrive within the fast-paced dynamics of diverse industries.

My extensive tenure spans across varied sectors, encompassing EdTech, Hospitality, B2B, and B2C startups. I possess a proven knack for orchestrating intricate operations, propelling growth, and ensuring an unparalleled caliber of customer service.

Experience

Trential
Operations Manager
August 2023 - Present (1 year 6 months)
Gurugram, Haryana, India

Creating efficient processes, optimizing resources, fostering collaboration, and ensuring compliance.

Coding Ninjas

Business Operations Lead

October 2022 - August 2023 (11 months)

Gurugram, Haryana, India

Managed Customer Experience team, SalesOps and FinOps functions, ensuring seamless coordination and collaboration across teams for streamlining operations and improving efficiencies.

WhiteHat Jr

2 years 2 months

Team Manager - Operations

January 2021 - October 2022 (1 year 10 months)

Mumbai, Maharashtra, India

Worked as Manager for APAC, EU and US Operations and responsible to manage the Proactive calling queues ensuring that the student lifecycle post sale is smooth and without any hassles.

Relationship Manager - Operations

September 2020 - January 2021 (5 months)

Mumbai, Maharashtra, India

Handled customer interactions, giving detailed, personalized, friendly & polite service to ensure customer retention.

OYO

1 year 8 months

Manager, Key Accounts - Operations

June 2019 - August 2020 (1 year 3 months)

Gurugram

Developing, maintaining & improving relationships with key accounts to maintain high service & client loyalty.

Responsible for bringing incremental business volumes through up selling/ cross- selling to existing accounts.

Responsible for end-to-end servicing of the client accounts.

Key account manages a variety of corporate portfolios & functions as the single point of contact for the client & delivers the highest standards of service.

Understanding the requirements of the client & pitch suitable properties meeting the same.

Demand Manager

January 2019 - June 2019 (6 months)

Gurugram

Responsible for prospecting new corporate accounts & anchoring long term sustainable business through accounts.

Responsible to build and sustain corporate base for distribution expansion for the region.

Review & maintain monthly sales tracker, plan and execute market site visits as agreed with region, aggressively drive sales/ achievement of targets.

It's an individual contributor role, where the person needs to achieve the target on his own demand forecasting and analysis, pushing sales statically as per demand & supply.

Foster existing relationships and develop new ones. Collect data on competitor's activities. suggest and inculcate loyalty/ incentive programs & marketing activities in the region in order to ensure revenue growth.

GungHo

Sales And Marketing Intern

April 2018 - November 2018 (8 months)

Gurgaon, Haryana, India

The trade marketing project was on market activation for bacardi india pvt. Ltd., for brands: bacardi breezers & bacardi plus(rtd), retail & pub activation.

Assign syndicate by the company which is located in different parts of gurugram to make sure that all our products are available in the outlets and if there is any shortage calls are made to the sales executive assigned to the respective outlet about the shortage of that product.

To make sure that all the activity execution promotions are in the proper place or executed.

Interact with walk-in customers who come to the beer area and identify their needs and expectations

Education

FOSTIIMA Business School

PGDM/MBA, Marketing and Operations · (2017 - 2019)

D.A.V College, Kanpur

Bachelor of Commerce - BCom, Business/Commerce, General · (2014 - 2017)