

NIKITA BATTA

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PROFESSIONAL SUMMARY

An Operations Analyst in a small team of ~100 for (textbook example of) a successful startup, have had the experience of working in a versatile environment, and have learned the virtue of responsibility and impact that every individual brings to the table.

WORK HISTORY

Regional Manager, 03/2020 - Current

Autoninja, ICICI Lombard, Bangalore, Karnataka

- Directly responsible for P&L for 65 automobile dealerships across Karnataka state.
- Leading team of 6 associates streamlining their progress in building relationships with their clients and enhancing their decision making ability to improve business operations for their clients.
- Developed KPIs around launch metrics to gauge and minimize time taken for each launch.
- Was able to successfully on-board 40 new client accounts in 4 months while communicating with three different verticals virtually.
- Worked closely with key stakeholders of Autoninja and ICICI Lombard to set and ensure achievement of 10% insurance retention across region for all clients on-boarded, new or old.
- Optimized internal processes to maintain efficiency and responsiveness to demands of clients with help of OneNote, G-Sheets/Excel Dashboards.
- Feedback from team is taken actively to improve on soft-skills, implement newer ideologies and to maintain cohesive environment.

Associate Consultant, 06/2018 - 03/2020

Autoninja, Bangalore, Karnataka

- Maintained 10% YOY growth for 8 major automobile dealerships in Karnataka using analytical tools, reports and KPIs to monitor their and enhance their operational performance.
- Worked closely with Autoninja's product team to bring about significant enhancements in product to be more expedient for clients.
- Improved monthly zonal collections by ~30% by developing KPIs to improve and streamline practices.
- Worked with Audi India team for pilot CRM launch across 20+ Audi dealerships across country.
- Have prepared self-help training module to understand functionality of NinjaCRM product and best operational practices to be adopted.
- Have been part of recruiting and training of new joiners.
- Mentored 3 junior consultants with client-onboarding and operational responsibilities and their personal progress.

Junior Consultant, 12/2017 - 05/2018

Autoninja, Bangalore , Karnatka

EDUCATION

B.Tech, Electrical And Electronics

Engineering, 05/2018

SRM University - Chennai

Graduated with 9 CGPA

SKILLS

- MS Excel
- MS Powerpoint
- MS Power BI
- MS OneNote
- JIRA
- MySQL
- G-Suite

SOFT SKILLS

- Team Management
- Business Analysis
- Problem-Solving
- Persuasion
- Verbal Communication
- E-mail Communication

INTERESTS

- Reading
- Baking
- Painting/Sketching

LANGUAGES

- English
- Hindi
- Punjabi
- German

- Streamlined operations and maintained a YOY growth of ~10% at 3 major client accounts across Karnataka.
- Conducted monthly performance reviews with respective client CEOs and stakeholders, identifying business requirements, defining scope and objectives and working with them to develop and implement realistic solutions.
- Assisted in handling CRM processes for an in-house Business Development Center for a base of 7 clients which contributed to 4% of the company's monthly revenue.