

# SANGAM SINGH

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A young enthusiast with entrepreneurial bent of mind having ~ 6 years of working experience across multiple roles, domain and industry. With a diverse profile of being an entrepreneur and having downed multiple roles in Sales & Business Development, Operations, Project Management & Strategy, I am looking forward to bring a lot more on table by going beyond the obvious ensuring growth and success for the company.

## EXPERIENCE

**JUNE 2019 – CURRENT**

### **PROJECT SERVICE DELIVERY LEAD, MERCEDES BENZ R&D INDIA**

#### **Data Engineering Center Setup:**

Defined workflow and QC processes for DEC.

Defined roles and responsibility, prepared RASIC chart, selected and hired TL's and other QA members, defined KPI and pre-delivery checklist.

#### **Clients Engagement:**

Timely and effective communication with German and US clients on project status, milestone, project scope, budgeting and timelines.

Coordinate between internal and external stakeholders, develop and manage relationship with clients executive to later influence and drive key decisions for project executions.

Identifying new avenue of business collaboration with clients to expand the bandwidth of the project.

#### **Project Management:**

Lead multiple projects in parallel ensuring on time, quality and within budget delivery in line with strategic business objectives.

Reviewing project specifications, defining project scope, objectives, resource allocation, milestone & roadmap for project deliveries.

Prepare high-level project plans, prioritize activities and define solution to challenges.

Effectively manage IT team to develop new tools, automate the old one based on projects requirements, build, and update scripts for quality checks of the deliveries.

Checking final QC reports and checklist before signing off deliveries to clients.

#### **Operations Management:**

Managing QA & Senior QA team of 30+ and IT team of five to ensure timely quality delivery through conducting quality checks, process improvements and training sessions.

Constantly reviewed KPIs, provided regular feedback to TL's & individual contributor through effective 1:1 meetings, coaching and mentoring.

Effort estimations, resource management and timely hiring for smooth operations.

Built competence of DEC as center, which helped us venture into projects out of our bandwidth.

Responsible for vendor's team, ensuring delivery on SLAs.

Gave consultation to suppliers to drive process improvement at their end, conducted workshops, feedback session and organized web based, in house and onsite training for their teams.

**March 2018- May 2019**

### **FOUNDER, MOVEATBLINK LOGISTIC PVT LTD**

Conducted study on market gap, consumer needs and behavior followed with an in-depth competitive analysis. Designed workflow, defined process, set matrices for onboarding the vendors.

Prepared SLAs and on-boarded many vendors on the platform.

Trained vendor's team on customer handling and engagement to ensure par excellence delivery for custom. Designed the platform architecture, work flow, and got it built through a hired developer on freelanced basis. Developed MVP for targeted market segment worth \$ 6-7 Billion with a projected revenue of \$4.3 Million in 3 year.

Worked on customer acquisition strategies through various marketing channels.

Headed cross-functional team of IT, SEO and operation team effectively.

Negotiated and closed deals with customers and Vendors.

**May 2018- May 2019**

### **BUSINESS DEVELOPMENT REPRESENTATIVE, REPLICON**

Drove new business opportunities for North America regions.

Worked closely with marketing department to identify and evaluate lead sources and drive lead to revenue.

conversions.

Value proposition to the plausible future customer, keep them engaged and nurture it.

May 2016–Jan 2018

**BUSINESS DEVELOPMENT ASSOCIATE, THINK & LEARN PVT. LTD**

Increased Sales Volume with effective closing skills and exceeded the target as a Team.

Post sales activity, building rapport with existing clients to build network, seek feedback to identify areas for improvement in terms of product and services

Trained new comers and shaped them to become good sales professional, some of them outperformed other departments as well.

Generated 50+ lakhs of revenue for 2016-2017 with an average ticket size of 10k.

May 2016–Jan 2018

**CUSTOMER SUPPORT REPRESENTATIVE, IFIXKART INTERNET PVT. LTD**

Be the only point of contact for customer query and concerns.

Establish engagement with supplier and ensure the stocks availability of hardware for Laptops and Mobile phones.

Up selling in case customer electronics gadgets needs additional makeover on software or hardware.

Taking down VOC and translating it to CTQ and pass it on to IT and Hardware team.

## EDUCATION

2009 – 2013

**BACHELORE OF ENGINEERING, SRI KRISHNA INSTITUTE OF TECHNOLOGY, BANGALORE**

B.E in Electronics and Communication, 68%

2007 – 2009

**HIGHER EDUCATION, D.A.V. PUBLIC SCHOOL, CBSE**

Physics Chemistry Math, 75%

## SKILLS

- Customer Service
- Operation Management
- Strategic Planning & Execution
- Business Expansion
- Vendor on boarding and management
- Process enhancement
- Stakeholder Management
- Client relationship management
- Sales, Marketing and Business Development
- Project management

## CERTIFICATION & AWARD

Lean Six Sigma Green Belt- IASSC- On Going

Received departmental team award for exemplary Contribution in Making DML a Success Story.