

# MOHD HASSAN

**Email:** hassanmohd94@gmail.com

**Ph: (M)** +919997182995

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Solutions Focused, Challenge driven, **BCA** professional with of experience with expertise in **Business Strategy, Business Analyst, Research, Marketing, Sales, B2B, E-Commerce, Catalog Operations, Sales Operations, Customer Services, Seller relationship, Primary and Secondary research.**

## PROFESSIONAL EXPERIENCE

**Paytm, Noida**

**(Dec 2018 – Presently Working)**

**Team Lead / Operation Manager**

### **Key Deliverables:**

- Responsible for B2B WebQC and Product enhancement.
- Planning and controlling change.
- Managing quality assurance programmes.
- Researching new technologies and alternative methods of efficiency.
- Responsible for workflow management.
- Responsible for managing task through Salesforce CRM.
- Managing product from digitisation and upload on website.
- To work with tech team on improving catalog processes.
- Manages daily reports and weekly reports.
- Manages training and development of the team members.
- Take end- to- end ownership of the product line.
- Manages online product display page of Paytm mall.
- To track and improve catalog productivity and efficiency.
- Develop a short-term and long-term plan for growth and report to Senior Management on a regular basis on the state of key top-line and bottom-line metrics and risk factors.

**Indiamart Intermesh Ltd, Noida**

**(Nov 2015 – Dec 2018)**

**Assistant Manager**

### **Key Deliverables:**

- Team handling.
- Planned daily activity in coordination with company goals.
- Up sale on existing Clients and provide services to the client.
- Developing Sales Strategies and improvement and enhancement of Customer Service along with Enrichment of Clients Business catalogs i.e Changing designs, Product mapping, Products Prefers.
- Actively helped the customer in selecting the right product and developed a strong personal bond.
- Costing and proposal submission for new prospective clients.
- Submit a weekly report on the work completed.
- Manage multiple clients and their Business Catalog simultaneously.
- Manages Accounts and tracks all Bounces Accounts of Clients.
- Provide consultation and knowledge to both internal and external team members on the required solution to meet the requirements of the Clients.

- Provide periodic and ad hoc project management reports and report on progress made.

**Intermesh Shopping Network Pvt. Ltd. (Igp.com)**

**(July 2013 - October 2015)**

**Executive**

**Key Deliverables:**

- Oversee day to day operations of the web page/category page.
- Uploading products and managing categories.
- Collaborate with Buyers, Marketing and Management to prioritize and select a product for the online store.
- Use Google Analytics and other business tracking tools to benchmark, measure and analyze key performance indicators as set out by Management.
- Advocate best practices and research new industry trends/opportunities for increased

**ACADEMIC CREDENTIALS**

- Pursuing **Digital Marketing Certification** from **Skill Circle , Delhi**
- **B.C.A (Bachelor of Computer Application )** from Chhatrapati Shahu Ji Maharaj University, Kanpur
- **XII** from Guru Tech Badhur Public School, CBSE Board.
- **X** from Greenland Academy, CBSE Board.

**KEY SKILLS**

- Ideal communication, verbal and written.
- Computer savvy – proficient especially in MS – Office , Salesforce, CRM.
- Profound ability to interact with a diverse constituent population.
- Professional demeanor and warmth towards my Work.
- Strong analytical and commercial skills. Quick learner committed & dedicated. Team player with leadership traits
- Excellent interpersonal skill, articulate & presentable personality. Strong in oral & written communication.

**AWARDS**

- Awarded with **Pillar of Success** in FY17 – 18
- Awarded with **Employee of the Month** in October 2017
- Many time awarded with **Star Performer**.

**PERSONAL DETAILS**

**Date of Birth:** 11<sup>th</sup> August 1994

**Address:** Sector 75, Noida - 201301