

Kshitij Mehndiratta, MA

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SUMMARY

Results-driven professional with expertise in project administration, change management & people operations. Committed to effectively managing client accounts, budgets, and resources while fostering strong stakeholder relationships. Proven track record in successfully managing projects & driving team performance while working under C-level executives. Recognized for meticulous attention to detail, agile-centric strategy implementation, & streamlining business processes.

WORK HISTORY

CRM ADMIN & MARKETING EXECUTIVE (HYBRID)

London, UK

G3 Services Limited, June 2024–September 2024

Technologies Used: Monday.COM, Parim

- Led end-to-end lifecycle for 20+ **facilities** & security **projects** from planning to execution, supported **workforce deployment strategies** for 60+ staff, including 4 supervisors & 2 **team leads** across **22 locations** in UK.
- Executed **due diligence** background checks on 50+ clients, monitored **contract provisions, financial statements & invoices**, processed 5 **tenders** valued over £100,000 contributing to **successful bids** & timely execution.
- Managed **partnerships** & **accounts** for 6 corporates, **2 film productions, 4 luxury retailers, & 6 VVIPs** achieving 90% positive **customer feedback** & securing 3 **new acquisitions**, generating over £70,000 in anticipated future revenue.
- Planned multiple **marketing campaigns, implemented change** to **Monday CRM**, resulting 30% increase in reach of **email campaigns**, streamlined **database management** processes, and the **automation** of 25% of daily operational tasks.

OPERATIONS ADMINISTRATOR (ON-SITE) (FTC)

London, UK

Yeoh Saxton–Pizzie Limited, December 2023–April 2024

Technologies Used: Xero, Oracle NetSuite

- Supported end-to-end **supply chain operations**, orchestrated **budget management, client portfolios & trade receivables** valued over £1 million supporting 50+ business partners, ensured meticulous legal record-keeping & processing of **PO's**.
- Spearheaded **revenue recovery** initiatives, identified & **resolved discrepancies** in invoicing, leading recovery of £80K in unbilled revenue.
- Led **crisis management** strategies in wholesale quality assurance & **cost control** for purchasing & inventory management teams, achieved 20% increase in **client satisfaction** and 40% reduction in delivery time.

UK STUDENT RECRUITMENT & OUTREACH RECEPTIONIST (PART-TIME)

London, UK

University of Greenwich, November 2022–September 2023

Technologies Used: Zendesk, SITS, Condeco, ServiceNow

- **Supervised** the team of 40+ ambassadors during clearing operations, **trained** them in processing & validating student applications while handling live chat, phone call & email support, overachieving the weekly targets for 500+ successful applications.
- Developed partnerships with 30+ schools as **account manager**, contributed to 30% growth in student recruitment.
- Managed **IT service desk** as **group admin**, handling an average of 150 tickets per week, supporting 1000+ staff accounts.
- Played pivotal role in managing 20+ events like open days, school visits, campus tours, and community gatherings

BUSINESS DEVELOPMENT EXECUTIVE (HYBRID) (B2B / SAAS SALES)

YOMA Business Solutions (BYLD Group), May 2021–Feb 2022

Technologies Used: Salesforce

- Oversaw 10+ **staffing projects**, supported clients like HSBC, Vodafone, & Amazon, achieved **15% revenue growth**
- Identified & capitalized 20+ lucrative business opportunities by proactive cold calling, emailing, prospected 2000+ leads, drove expansion of company's staffing & payroll services meeting tight deadlines

VOLUNTEER ACTIVITIES

EVENT MANAGER

Enactus Greenwich, September 2022 – September 2023

As part of the operations team for two startups, "MycNow" and "Bee Sustainable," excelled in achieving the following:

- Spearheaded day-to-day operations, including project/people management, strategic decision-making, product development, digital advertising campaigns, and financial resource management.
- Designed graphics & video presentations, used PowerPoint, Canva, & Adobe Lightroom for promotional materials.
- Presented our project to an audience of 1000+ at the national competition, showcasing public speaking skills.

EDUCATION

MA IN INTERNATIONAL BUSINESS

University of Greenwich, April 2022 – April 2023

- Modules: Financial and Management Accounting, Global Strategy: Analysis and Practice, Global Business and Sustainability, Foundations of Scholarship and Research, International Entrepreneurship, International Business Finance, Global Networks, and Innovation – Network Analysis using Python. **(Result- Pass with Merit)**
- **Extra-Curricular Activities:** Peer Mentor, Student Ambassador, Enactus Greenwich, Volunteered in more than 30 networking events and seminars.
- **Achievements** – Recipient of Program Representative of the Year award, led collaborative efforts with faculty and peers, spearheading initiatives that significantly improved the academic journey supporting 200+ MBA students.

BA IN BUSINESS ADMINISTRATION

Manav Rachna International Institute of Research, May 2018 – May 2021

PROJECTS

[Research Paper \(Final Year Project 2022–2023\): The Global Semiconductor Chip Shortage: Causes, Impacts and Solutions](#)

- Analyzed the global semiconductor chip shortage amid the US–China Trade War, revealing critical insights.
- Dissected the intricate production supply chain involving 7+ industries and tracked dominant IDMs and OSAT shipments from 50+ sources.
- Evaluated diverse datasets, identifying alternative countries for wafer and IC production, and conducted in-depth time and production analysis for Fabless Foundries in addressing the chip shortage.

SKILLS AND INTERESTS

General Skills: Brand Management • Client Servicing • Time Management • Risk Management • Teamworking • Fast-Paced • Problem-Solving • Market Research • Data Analysis • Technical Aptitude • Multitasking.

IT Skills: Microsoft Office 365 (Advanced Excel & PowerPoint) • Google Workspace Admin • Oracle • Power BI • HTML • Mark Logic

Personal Interests: Nature Photography • Entertainment/Media Industry • Innovation.